



# Governance Policy Manual

August 2016

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| <b>Date</b>                | 5/9/14, Last Revised: August 2016  |
| <b>Author</b>              | Board of Directors   |
| <b>Status/Distribution</b> | Restricted to: NAA Board, NAA Staff, Division Boards and Division Staff<br>National CEO and Division Executive Officers may distribute pdf version as required |

**Document Control:**

| <b>Date Board Revised</b> | <b>Policy No. and Policy Revised or Introduced</b>                        | <b>Purpose of Revision Or Introduction</b>   |
|---------------------------|---|--|
| 9 Aug, 2010               | Outline Draft of Manual   | Board review   |
|                           |   |  |
| Nov 2012                  | Policy 3.8, S Contracts   |  |
| 21/2/13                   | Policy 8.9 Meeting Attendance   |  |
|                           | All policies  |  |
|                           |   |  |
|                           | 2.10 National Document Register   |  |
| 30/5/14                   | Policy 2.6, Sponsorship and Donations, Item 6 b                           | Ambassador donations split with Divisions  |
| 5/9/14                    | Full Manual Review  | Collated all policies into one document  |
| 5/9/14                    | 1.13 National Ambassador Program  | Revised  |
| 5/9/14                    | 1.18 National Alumni  | Revised  |
| 5/9/14                    | 2.10 National Document Register   | Revised  |
| 5/9/14                    | 3.6 Volunteer Qualifications  | Includes reference to mentors  |
| 5/9/14                    | 3.13 HR Management & Employment   | New  |
| 5/9/14                    | 4.6 Award Approval and Presentations                                      | New  |
| 5/9/14                    | 4.11 Commercial and NFP Activity Providers                                | New  |
| 28/11/14                  | 3.8 State/Territory Award Operating Authority and Award Unit Licences     | Clarity to Attachment B  |
| 20/1/15                   | 4.1 Training  | CEO Update: Reference to "Draft" Standards was removed.                                |
| 29/5/15                   | 4.1 Training  | Added Child Protection as a training topic   |
| 8/4/16                    | 4.1 Training  | Aligned wording of training to IAF's Online Training Modules                           |
| 23/3/15                   | 1.19 Delegations  | Updated several financial and contract delegations                                     |
| 29/5/15                   | 3.9 National Licence Monitoring & QA                                      | Criteria better defined. AU criteria 2.2 change in status and is made compulsory       |
| 29/5/15                   | 1.10 Risk Management  | Recognises risk management planning by NAA and Divisions                               |
| 29/5/15                   | 2.2 National Fee Structure & RRP  | RRP and NAA registration fee increases   |
| 29/5/15                   | 2.3 Participant Assistance (Subsidy)                                      | RRP price updated  |
| 11/9/15 #                 | 2.3 Participant Assistance (Subsidy)                                      | Addition of a 3 <sup>rd</sup> level of assistance. Recognition of Federal Funds        |
| 29/5/15                   | 3.14 Institute of the Duke of Edinburgh's International Award             | New policy re; formation of the Institute  |
| 29/5/15                   | 2.10 Document Register  | Reference to including soft and hard copy documents. Issue/use of the document number. |
| 29/5/15                   | 4.12 Open Award Centre  | Update & correction re: ORB  |
| 29/5/15                   | 4.15 Protocols for Referring to a Duke of Edinburgh's International Award | Included in the volunteer recognition policy. Has been separated out                   |
| 21/8/15                   | 1.8 National Award Unit   | Additional criteria and detail re: fee setting   |

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|---------|---|--|
| 21/8/15 | 3.10 Volunteer Recognition                              | Addition of Youth Medal and Meritorious Service Medal  |
| 8/4/16  | 1.14 Emergency Response & Crisis Communications (Media) | Updated content and added action steps   |
| 8/4/16  | 3.10 Volunteer Recognition                              | Addition of Service Medal for 10 years   |
| 8/4/16  | 4.1 Training  | Converted Australian content headings for Level 1 training to match IAF Learning Modules   |
| 8/4/16  | 2.2 National Fee Structure & RRP                        | RRP and NAA registration fee increases   |
| 8/4/16  | 2.3 Participant Assistance (Subsidy)                    | RRP price updated  |
| 26/8/16 | 1.9 Complementary Programs                              | Clarified requirements for full separation of the Duke of Ed from other Awards that may be also offered by Divisions   |
| 26/8/16 | 2.6 Sponsorship & Donations (Fundraising)               | Updated to reflect Disadvantage Youth Funding and the 100% front line donor commitment re; no funds used for NAA or Division administration. Portion retained by Divisions has increased across the board. |
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# Refers to Circulated Motion

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# Governance Policies

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.1 Role &amp; Authority of National Award Authority</b> |
| Date(s) Revised:                | March 2005  |
| Review Cycle:                   |   |
| Authority:                      | Trust Deed, Constitution, National Board, Award Handbook    |
| National Handbook Reference (s) | Glossary<br>Chapter 2; 2.1.1: The National Award Authority  |
| Related Policies:               |   |

### Introduction

A Board of Trustees internationally controls the Duke of Edinburgh's International Award. The Award Program is administered on behalf of the Trustees by the International Award Association, currently based in London.

The Board of Trustees has delegated responsibility for the Program and authority for its operation in Australia (through a licence dated 6 November 2000) to the Australian Co-ordinating Council. The trust deed dated the 18th January, 1961, as amended, established the initial authority.

The Duke of Edinburgh's International Award - Australia, a company limited by guarantee is licensed by the International Award Association as the National Award Authority in Australia.

### Purpose of the Policy

This policy identifies the authority of the Australian National Award Authority (NAA) to operate The Duke of Edinburgh's International Award - Australia and the role of the Authority in ensuring that the Award Program is made available to the maximum number of young Australians as is possible.

This policy should be read together with the Trust Deed and the Constitution.

### Policy

The National Award Authority (NAA) in Australia has accepted to maintain the essential structure, basic conditions and philosophy of the Program as set out by the Board of Trustees. Together with all other National Award Authorities, the NAA will ensure the uniformity of the Program is met via the following four conditions:

- 1) The voluntary nature of participation by young people.
- 2) The age range of participants from 14 to 25.
- 3) The structure of the Award Program, i.e. the four mandatory sections and its three levels of Award.
- 4) The minimum time requirement laid down for the completion of each Award.

**1.1** The NAA recognises it has the authority to change the title under which the Program operates provided that the essential philosophy and structure remain unchanged.

**1.2** The NAA

- 1.2.1 Shall license State/Territory Award Operating Authorities (**Also referred to as Divisions**) to operate the Award Program in each State and Territory.
- 1.2.2 May license a company, Government body or incorporated association trading across two or more States/Territories as a National Award Unit
- 1.2.3 Shall encourage committees, organisations and individuals to take an active interest and responsibility in the development of young people through the implementation of the Award Program.(also refer to policy 1.3 State/Territory Award Operating Authority Committees and policy 1.8 National Award Units )

**1.3** State and Territory License Holders are required to continue to satisfy the Company that:

- 1.3.1 They understand the full implications of the Program;
- 1.3.2 Are in a position to safeguard the aims and standards; and

- 1.3.3 Have the necessary administrative framework to enable the Program to function and to ensure its continuity.
- 1.4 A key role of the NAA is to set policy for the National Award Office, the State/Territory Award Operating Authority Committees and for National Award Units. The NAA's policies will recognise and assist the high level of "operating autonomy" given to the State/Territory Award Operating Authority Committees.
- 1.5 The Company will set policies, and if required, standards, at the operating levels of the Award in Australia in the categories of service, adventurous journeys, skills, physical recreation and residential.
- 1.6 The role and authority delegated by the NAA to the State/Territory Award Operating Authority Committees may differ between States/Territories.
- 1.7 The NAA recognises that the Award Unit is the pivotal Operating Level for the responsibility for the operation of the Awards. Each Divisional Award Office has the responsibility to support the Award Units in all facets of the Award.
- 1.8 The NAA is to be consulted on all major issues affecting all States.

## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.2 Structure &amp; Composition of the National Award Authority (NAA)</b> |
| Date(s) Revised:                | March 2005   |
| Review Cycle:                   | 3 years  |
| Authority:                      | Trust Deed, IAF Licence, Constitution  |
| National Handbook Reference (s) | Glossary<br>Chapter 2; 2.1: The Duke of Ed Structure                         |
| Related Policies:               |  |

### Purpose of the Policy:

This policy outlines the structure and composition of the Australian National Award Authority.

### Policy

- 1.1. The Duke of Edinburgh's International Award - Australia (The company) will be governed by the National Board consisting of the National Chairman, a nominee of each State and Territory licence holder and up to six other members from at least three States or Territories.
- 1.2. The Board will meet at least annually, with additional meetings convened by the Chairman as required in order to conduct the role of the Company in a timely manner.
- 1.3. The Patron and will be the Governor-General or the appointee of HRH Prince Philip.
- 1.4. The selection of the National Chairman is the prerogative of the Governor General following advice (in the form of a short list and/or recommendation) from the NAA Board.
- 1.5. The role of the National Chairman shall include:
  - 1.5.1. Liaison between HRH The Duke of Edinburgh and HRH the Earl of Wessex, Chairman of the International Award Foundation, the International Trustees, the Governor-General, The International Award Office and the Divisional Committees.
  - 1.5.2. Chairing NAA meetings, other than those attended by the President; and
  - 1.5.3. Overseeing the key activities of the National Award Office.
  - 1.5.4. National spokesperson for the Award in Australia.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.3 State/Territory Award Operating Authority Committees</b>           |
| Date(s) Revised:                | Feb 2006  |
| Review Cycle:                   | 3 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 2; 2.1.2: State/Territory Award Operating Authorities |
| Related Policies:               |   |

### Introduction

The NAA depends on, and requires, each State/Territory licence holder to be a viable entity and to operate the Award in a responsible manner, consistent with the responsibility to both protect and enhance the brands “Duke of Edinburgh’s International Award” and “The International Award for Young People.”

The NAA also requires each State/Territory licence holder to actively support, train and encourage volunteers and the development of the program across their licensed area, in accordance with their licence and the NAA Governance Policies.

### Purpose of the Policy:

This policy recognises that the National Award Authority grants, by licence, authority to operate the Award Program in each Australian State and Territory to a State Licence Holder. The authority to operate is limited to:

- 1) the delegations approved by the NAA,
- 2) the policies approved by the NAA,
- 3) the Strategic Business Plans approved by the NAA.

### Policy

- 1.1 The NAA shall licence a State/Territory Licence Holder to deliver the Award in that State or Territory.
- 1.2 Each Licence Holder will establish a State/Territory Award Operating Authority Committee to oversee and manage the licence requirements and the development, implementation and operation of the Award in their licensed area.
- 1.3 A Terms of Reference or a Constitution will determine each State/Territory Award Operating Authority Committee’s composition and operational structure. A copy of this Terms of Reference or Constitution will be lodged with the National Award Authority. Changes to the Terms of Reference or Constitution must be approved by the NAA.
- 1.4 The State/Territory Award Operating Authority Committee’s primary role will be the implementation and management of the Australian Award Program, taking into consideration local conditions, availability of resources and funds.
- 1.5 Each State/Territory Award Operating Authority Committee has autonomy, within the requirements of the National Award Authority’s Business Plan (refer to Policy 3.7 Strategic Plan) and any relevant national policies, in formulating a management plan and determining the role and extent of authority it will grant to its Award Operating Authorities.
- 1.6 Each State/Territory Award Operating Authority Committee will forward copies of the minutes of their meetings to the National Chairman, National Award Authority and to all other State/Territory Award Operating Authorities.

## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.4 Variation to Conditions &amp; Requirements of the Award</b> |
| Date(s) Revised:                | March 2005   |
| Review Cycle:                   | 3 years  |
| Authority:                      | National Board   |
| National Handbook Reference (s) | Section 1  |
| Related Policies:               | 3.4 Authority to Interpret Conditions                              |

### Purpose of the Policy

This policy provides guidance regarding the limitations for the NAA's or Divisions' authority to vary the essential structure, basic conditions and the requirements for the four sections and residential requirement (Gold Award).

### Policy

- 1.1 The NAA recognises its licence obligations to maintain the essential structure and basic conditions of the Award Framework. Any desired variation must be submitted to the International Award Foundation for their approval.
- 1.2 The NAA has the authority to approve or delegate approval to the State/Territory Award Operating Authorities for variation to the implementation of the requirements of each Award.
- 1.3 Any variation to the minimum and maximum age requirements requires the approval of the National Award Authority to refer to the IAF. Young people completing the Award outside the age limits cannot qualify for a Duke of Edinburgh's International Award certificate and badge. (For further information refer to 1.9 Complementary Programs).
- 1.4 State/Territory Award Operating Authorities may only make variations to the conditions as stated in the National Handbook that apply to the range of activities and guidelines for undertaking various activities in their jurisdiction in order to meet local legislative requirements.

## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.5 Award Badges &amp; Certificates</b> |
| Date(s) Revised:                | March 2005                                 |
| Review Cycle:                   | 3 years                                    |
| Authority:                      | National Board                             |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Purpose of the Policy:

This policy provides guidance regarding the production and issue of Award badges and certificates. The responsibility for the production and issue of Award badges and rests with the National Award Office.

### Policy

- 1.1 All Award certificates and badges to be uniform in design and presentation.
- 1.2 The design and specifications will be determined by the National Award Authority to reflect the IAF's designs.
- 1.3 The Australian Defence Cadets may produce, subject to prior approval by the NAA, and present a Medal and Ribbon to cadets who complete a Duke of Edinburgh's International Award, the ribbon to be worn as a bar on their uniforms.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.6 Use of Name &amp; Logo</b>   |
| Date(s) Revised:                | April 2002, Nov 2004, Sept 2014   |
| Review Cycle:                   | 3 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 2; 2.1: The Duke of Edinburgh's International Award Structure |
| Related Policies:               |   |

### Introduction

Since the establishment of The Australian Co-ordinating Council (the **Council**) in 1962, The Duke of Edinburgh's International Award - Australia (the **National Award Authority**) is required to manage the Duke of Edinburgh's Award's brands in Australia. The Award has used the following names in the past;

- 1) The Duke of Edinburgh's Award Scheme (1950's to 1970s)
- 2) The Duke of Duke of Edinburgh's Award in Australia (1980 to 2013)

With the issue of a new licence from the International Award Foundation (IAF), the Board adopted the IAF's new visual identity, including the name and logo. It recognises that the IAF brand provides a global guarantee of reliability and quality. The new name is:

- 3) The Duke of Edinburgh's International Award - Australia

Through this policy the NAA is committed to monitoring its practices and procedures to maintain and enhance the public presence of the [National Award Authority/Duke of Edinburgh's Award -Australia Award Program (**Award Program**)].

The policy is to be consistent with ACC Policy 1.6 *Use of the Name and Logo* and the *International Award PR Guidelines*, *NAA Guide* and *National Graphics Manual*. It recognises that local arrangements exist for media relations.

This policy reflects interim arrangements pending the establishment of subsidiary companies limited by guarantee to protect the trade marks and names used by the National Award Authority in Australia. The policy will be updated on finalisation of these arrangements.

The terms of this policy are to be construed subject to any applicable Commonwealth or State statute, delegated legislation or industrial instrument such that if any provision of this policy is inconsistent with any such statute, legislation or instrument, the terms of the statute, legislation or instrument prevail to the extent of any inconsistency.

### Purpose of the Policy:

This policy aims to protect the National Award Authority's brands and names in Australia. It further aims to standardise and coordinate the national branding activities of the National Award Authority in Australia.

## 1. Definitions

- 1.1 **"Branding"** is the sum total of images that people have and how they think about a particular company/organisation and a particular mark. Branding is the creation of an association in the minds of your audience.

## 2. National Logo

- 2.1 National Award Authority's official logo in Australia is as follows:





- 2.2 The official logo must be used on all national resources, stationery, signage, advertising and the national website.

### 3. Brand and Name Protection

- 3.1 The National Award Authority and persons associated with the National Award Authority use the following unregistered trade marks in Australia:
- 3.1.1 AUSTRALIAN CHALLENGE; and
  - 3.1.2 CHALLENGING YOUNG PEOPLE EVERYWHERE.
- 3.2 The names and trademarks 'The Duke of Edinburgh's International Award - Australia', 'The Duke of Edinburgh's Award Young Australian Challenge' and the names of any related companies and those trademarks described above, (together the DEIA Marks) may not be used without prior approval of the National Award Authority.
- 3.3 All uses of DEIA Marks must comply with the guidelines set out in the Schedule. The DEIA Marks may not be used in any other form or adapted in any way. No DEIA Mark may be used with or appear in close proximity to another trade mark without the National Award Authority's prior written approval.
- 3.4 Each use of a DEIA Mark must be accompanied by a trade mark notice in the form prescribed by the Council. When a DEIA Mark that is registered is used, the ® symbol must be used in close proximity. When a DEIA Mark that is unregistered is used, the ™ symbol must be used in close proximity. The ® symbol must not be used with an unregistered DEIA Mark unless and until the National Award Authority advises that that DEIA Mark is registered.
- 3.5 The Australian National Award Authority retain registered the names:
- 3.5.1 The Duke of Edinburgh's International Award - Australia
  - 3.5.2 The Duke of Edinburgh's Award Young Australian Challenge

### 4. National Spokesperson and Media Relations

- 4.1 The National Chairman, or his nominated Council Executive representative, and the National Chief Executive Officer are the official spokesperson for the NAA in Australia for national media activities.
- 4.2 The National Award Authority will prepare national media releases and key messages under the direction of the National Chairman and the CEO and provide copies to State/Territory Award Operating Authorities and the National Award Unit.
- 4.3 National Media Releases are to use the official National Award Authority letterhead and logo.
- 4.4 For National event appearances including but not limited to appearances on stage with dignitaries and sponsors and the content of speeches, clearance must be obtained from the National Chairman via the National Award Authority.
- 4.5 Signage and banners at national events are to be approved versions of the national logo

### 5. House Styles

- 5.1 In accordance with the International Award PR Guidelines the following words should have capital letters:
- 5.1.1 Program
  - 5.1.2 Trustees
  - 5.1.3 Award
  - 5.1.4 Bronze
  - 5.1.5 Silver
  - 5.1.6 Gold
  - 5.1.7 Gold Award holder
  - 5.1.8 Section

- 5.1.9 Handbook
- 5.1.10 *Record Book*
- 5.1.11 Expeditions
- 5.1.12 Exploration
- 5.1.13 Volunteering
- 5.1.14 Skills
- 5.1.15 Physical Recreation
- 5.1.16 Residential Project
- 5.1.17 Award Unit
- 5.1.18 National Award Unit
- 5.1.19 The Duke of Edinburgh's International Award
- 5.1.20 The International Award Foundation
- 5.1.21 National Award Authority

**Note:** All publications quoted e.g. *Record Book* should be written in '*italics*'.

**5.2** The following do not have capital letters:

- 5.2.1 award leader
- 5.2.2 leaders
- 5.2.3 level
- 5.2.4 participants
- 5.2.5 instructor
- 5.2.6 assessor
- 5.2.7 supervisor
- 5.2.8 badge
- 5.2.9 certificate
- 5.2.10 unit
- 5.2.11 group
- 5.2.12 holder (as in Gold Award holder)
- 5.2.13 volunteer

## **6. Terminology**

In accordance with the IAF PR Guidelines the following terminology is generally used:

- 5.1. The Duke of Edinburgh's International Award
- 5.2. participants not candidates, recipients or winners
- 5.3. badge not medal
- 5.4. The Award Program and not Scheme
- 5.5. The Expeditions Section
- 5.6. Worldwide and fundraising as one word

## **6. Award Descriptor**

The Duke of Edinburgh's International Award – Australia

Key message (per NAA Guide)

The International Award is a highly effective self-development Program available to all young people worldwide equipping them with life skills to make a difference to themselves, their communities and their world. To date over 4 million young people from over 140 countries have been motivated to undertake a variety of voluntary and challenging activities.

- 6.1. Ribbon: is an additional identifier used in accordance with the IAF's license to NAAs and the IAF Style Guide

## **7. Form of Address for the British Royal Family (per IAF PR Guidelines)**

- 7.1. His Royal Highness The Duke of Edinburgh KG KT (or HRH The Duke of Edinburgh)

- 7.2. His Royal Highness The Earl of Wessex KG GCVO
- 7.3. Her Royal Highness The Countess of Wessex GCVO DStJ
- 7.4. Their Royal Highnesses The Earl and Countess of Wessex

## **8. Regal Event Arrangements**

For events involving Royalty all communications with the Palace, International Award Association, Prime Minister's Office and Governor General's Office will be undertaken by the National Chairman through the National Award Authority's CEO.

## **9. Advertising**

- 9.1. Requests to advertise on the National website or to put National Award Authority brands on items for a fee must be in writing and referred to the National Marketing Committee Chairman for clearance in advance of any action.
- 9.2. The NAA will be responsible for approving significant advertising initiatives that are not contained within a State/Territory Award Operating Authority or a National Award Unit.
- 9.3. All advertising requests must be consistent with the Award policies and image.

## **10. Disputes or Grievances Involving the National Branding**

- 10.1. Where there is a dispute or grievance in relation to a national branding matter, the matter should be referred through the National Award Authority to an independent Complaints and Grievance Disputes Panel to be established by the NAA Board as required.
- 10.2. The Panel is to review such disputes or grievances and make recommendations to the parties involved. They will inform the National Chairman and the Board of the grievances and outcomes.

## **11. Evaluation of National Branding Activities**

- 11.1. The National Marketing Committee and General Manager will be responsible for periodic reviews and reporting of national branding related activities.
- 11.2. The benefits from branding arrangements are to be assessed to ensure that such arrangements do not restrict future opportunities to achieve greater benefits.

## **12. Licences**

- 12.1. No licence of a DEA Mark may be granted, otherwise than pursuant to the Licences in the form prescribed by the National Award Authority, without the Board's prior written consent.
- 12.2. Such licences will be on licence terms which will include as a minimum the following:
  - 12.2.1. Licensees must obtain the national Award Authority's prior approval for any use of the DEIA Marks;
  - 12.2.2. Licensees must comply with any quality standards and directions notified by the National Award Authority from time to time in relation to such use;
  - 12.2.3. On request from the National Award Authority from time to time, licensees must provide samples of the uses of the DEIA Marks to the National Award Authority and allow the National Award Authority to inspect their premises and operations to ensure use of the DEA Marks complies with the National Award Authorities quality standards and the scope of the licence;
  - 12.2.4. licensees must use "® Registered trade mark of [the National Award Authority] and used under licence by [licensee]" in respect of registered DEA Marks and in respect of unregistered DEA Marks, "™ Trade Mark of [the National Award Authority] and used under licence by [licensee]" in proximity to the DEA Marks;
  - 12.2.5. licensees must not adapt the DEIA Marks in any way; and
  - 12.2.6. licensees must not combine the DEIA Marks with or use them with or in close proximity to any other trademarks.







## ATTACHMENT A: PREVIOUS LOGOS

The following logos have been replaced and are stopped being used on any Award material from 1<sup>st</sup> January 2014.



## ATTACHMENT B: Visual Identity Roll Out 2013/14 – OVERVIEW OF LOGOS AND DELIVERABLES

### LOGO SUITE:

| Logo Type   | Logo  | Who Can Use                   | How to use   |
|---|---|-------------------------------|--|
| IAF LOGO  |    | Only to be used by IAF        |  |
| AUSTRALIAN AWARD LOGO<br>With Country Name  |    | NAA – for all Award material  | For use on anything that relates to the program or the NAA. Eg. Award related: Record Books Certificates Merchandise   |
| AUSTRALIAN STATE/TERRITORY LOGOS<br>With State/Territory Award Operating Authority name |   | Divisions                     | For use on anything business or governance related specific to the State/Territory legal identity. e.g. business stationery. Cannot be used when describing the Award program. |
| AUSTRALIAN SUPPORTER LOGO<br>With "Proud to Support"                                    |  | Approved Supporters, Sponsors |  |
| AUSTRALIAN AWARD UNIT LOGO<br>With "Proud to Deliver"                                   |  | Award Units                   |  |
| AUSTRALIAN PARTICIPANT LOGO<br>With "Proud to be Doing"                                 |  | Participants                  |  |

## ATTACHMENT C:

The changing face of The Duke of Edinburgh's Award.  
In Australia, and across the world.  
New Visual Identity Rollout 2013-2014

Dear Duke of Edinburgh's Award Licence Holder,

The International Award Foundation (the governing body of The Award internationally) has for the past 18 months been working towards 'One Award'; a global project to review, consolidate and make consistent the Award offering in the 143 countries in which it is run.

In order to build a truly global Award and to make the Award more accessible to every young person around the world, The Award needed an identity that would provide us with the best opportunity to build global profile and recognition around the world.

Alongside the creation of a new identity (including a new logo), the Foundation is reviewing its standards and licensing processes as well as developing online tools to make the Award more accessible to young people and Award leaders.

The new visual identity is the first 'One Award' project to be rolled out in Australia, closely followed by the International Online Record Book.

The new Visual Identity

The new visual identity aims to refresh and strengthen The Duke of Edinburgh's Award brand. The new identity comprises of two elements:



**New logo** – combines the two key visual representations of the Award that are used in different countries – the royal cipher and the global bird motif. By bringing them together in the one logo, it allows the Award to create a more consistent brand while not losing brand equity in any of the Award countries.

**Ribbon 'device'** – the five lines of the ribbon 'device' represent the five sections of the Award (including Residential Project) and each of the colours is attributed to a section:

- Award Red – Volunteering section
- Award Yellow – Physical Recreation section
- Award Blue – Skills section
- Award Green – Adventurous Journey section
- Award Purple – Residential Project section

The State/Territory Award Operating Authority and the National Award Office will be changing over to the new branding with a view to be fully compliant by end-June 2014. We would like for all of our Award Units to have changed over to the new identity by then as well.

Being an Award Unit of The Duke of Edinburgh's Award through your organisation, you are entitled to use our branding to promote The Award. As a Award Unit of The Duke of Edinburgh's International Award - Australia, you are now able to utilise the new logo.

|   |   |
|---|---|
| <p><b>For use by Award Units</b></p> <p>For Award Units of The Duke of Ed, a special logo has been developed to recognise that you are 'Proud to deliver' The Duke of Edinburgh's Award.</p>  | <p>Proud to deliver</p>   |
| <p><b>For use by Participants</b></p> <p>If any Participants wish to use a Duke of Ed logo in the process of doing their Award, there is a specific logo for them to recognise that they are 'Proud to be doing' The Duke of Edinburgh's Award.</p> | <p>Proud to be doing</p>  |

Both of these logos are available to download from our website under 'Promotional Material':

<http://www.dukeofed.com.au/Resources.html>

You are required to ensure that any new materials that you create to help you promote and run The Award through your organisation follow the agreement in your licence, the Award's National Handbook and the brand guidelines for the new visual identity. You can download the brand guidelines from:

<http://www.intaward.org/resource/branding-pack>

New Award badges and certificates as well as a supporter's badge will be phased in from early 2014. For any other elements of the visual identity that you would like to use, such as the ribbon device or advice on how to use the branding, contact your State/Territory Award Operating Authority. Further information and a summary guide on using the logo and visual identity will also be made available.

We look forward to working with you to roll out these exciting new developments to reinforce that The Award is a truly global experience for our participants.



## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.7 Code of Conduct for Directors</b> |
| Date(s) Revised:                | Revised August 2013                      |
| Review Cycle:                   | 3 years                                  |
| Authority:                      | National Board                           |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

This Code of Conduct is a public declaration of the principles of good conduct and standards of behaviour that we, the directors of The Duke of Edinburgh's International Award - Australia, have decided its stakeholders could reasonably expect us to demonstrate in the performance of our responsibilities as Directors of this organisation. The standards in this Code of Conduct are in addition to any statutory regulations and requirements placed on the Board, relevant licensing obligations (e.g. International Award Foundation) and any partner agreements.

## 1. Statement of the General Duties of Directors

- 1.1 Act honestly and with reasonable care and diligence in the performance and discharge of official functions and duties as per the Corporations Act.
- 1.2 Directors must not make improper use of information acquired or make improper use of their position as a Director of The Duke of Edinburgh's International Award - Australia.
- 1.3 Statement of Commitment
  - 1.3.1 We the Directors of Duke of Edinburgh's International Award - Australia, are committed to discharging our duties conscientiously and to the best of our ability.
  - 1.3.2 In addition to all legislative requirements, we adopt the requirements of this Code of Conduct as the standards that we will abide by in the performance of our role.
  - 1.3.3 Responsibility for complying with these standards of conduct for Directors of The Duke of Edinburgh's International Award - Australia will rest with each Director.

## 2. Principles of the Code of Conduct Directors

### 2.1 Probity and Ethical Behaviour (Conflict of Interest Disclosure of Interest).

As Directors we will act in a fair, honest and proper manner according to the law. In undertaking our duties, we shall:

- 2.1.1 Have an understanding and give proper consideration to legal requirements.
- 2.1.2 Be reasonable, just and non-discriminatory when carrying out all aspects of our roles and responsibilities.
- 2.1.3 Ensure our actions are undertaken in good faith and not for improper or ulterior motive.
- 2.1.4 Behave in a manner that maintains and enhances the image of The Duke of Edinburgh's International Award - Australia and does not reflect adversely on the Award Program.
- 2.1.5 Be impartial in reaching Board decisions and accept the responsibility associated with that decision.
- 2.1.6 Be honest and fair when requesting reimbursement of expenses and when using Duke of Edinburgh's International Award - Australia resources and equipment for official purposes.
- 2.1.7 Show respect for the role of Duke of Edinburgh's International Award - Australia employees in providing professional opinions, guidance and expertise.
- 2.1.8 We will apply at all times our responsibility to declare any conflicts of interest at meetings of The Duke of Edinburgh's International Award - Australia and withdraw from any discussion of the matter at hand



## **2.2 Community Leadership**

As Directors we will act with reasonable care and be diligent in the performance of our duties and responsibilities. In undertaking our duties of community leadership we shall:

- 2.2.1 Use information obtained during the course of our duties in an appropriate and proper way, balancing the interests of the community against the rights of the individual.
- 2.2.2 Attend and participate in Board meetings, apologising or obtaining leave of absence in advance for non-attendance.
- 2.2.3 Give proper consideration to the business of The Duke of Edinburgh's International Award - Australia and be informed on the matters for decision.
- 2.2.4 Provide fair and equitable treatment of all matters under consideration.
- 2.2.5 Have respect for decisions of the Board.
- 2.2.6 Be informed of the effectiveness and efficiency of activities and service delivery.
- 2.2.7 As Directors we will be fair and honest in our dealings with individuals and organisations and behave in a manner that facilitates constructive communication between The Duke of Edinburgh's International Award - Australia and the wider community that we serve.
- 2.2.8 Behave in a courteous and sensitive behaviour that does not discriminate against people.
- 2.2.9 Have respect for stakeholder opinions and property.
- 2.2.10 Prevent the misuse of our position to gain an advantage for ourselves or others.
- 2.2.11 Provide an accurate and fair representation of Board decisions.
- 2.2.12 Recognise that Directors have a duty to respect Board decisions and policy directions.
- 2.2.13 Conduct ourselves in a manner that will not reflect unfavourably on the Award program.

## **2.3 Working as a Team**

As Directors we will seek to achieve a team approach in an environment of mutual respect, trust, and acceptance of their different roles in achieving The Duke of Edinburgh's International Award - Australia objectives. In doing so we shall:

- 2.3.1 Foster mature and constructive working relationships based on mutual trust and respect.
- 2.3.2 Conduct relationships with Duke of Edinburgh's Award - Australia employees with courtesy and respect
- 2.3.3 Accept and respect the different but complementary roles performed by Divisions in achieving The Duke of Edinburgh's International Award - Australia objectives.
- 2.3.4 Prevent the misuse of our position to influence employees to gain an advantage for ourselves or others.

## **2.4 Other Committee Members**

Directors will establish a working relationship with fellow Directors that recognises and respects the diversity of opinion and achieves the best possible outcomes for the community. In doing so we shall:

- 2.4.1 Conduct relationships with other Directors with courtesy and respect.
- 2.4.2 Behave in a manner that seeks to establish mature and constructive working relationships.
- 2.4.3 Acknowledge the right of all points of view to be heard

## **2.5 Proper Use of Information**

Information obtained by a Director in the course of our duties will be respected and used in a careful and prudent manner. In doing so we shall:

- 2.5.1 Recognise that in our relationships with the media we are putting forward personal views and not those of the Committee's unless the individual has been specifically authorised by the Committee to convey a particular position to the media.
- 2.5.2 Clearly identify personal comments being made.
- 2.5.3 Provide accurate information in relation to the Board decisions and not misuse the information.
- 2.5.4 Have respect for and maintenance of confidentiality and privacy.
- 2.5.5 We will avoid conflicts of interest. Personal relationships will not influence Directors obligations to The Duke of Edinburgh's International Award - Australia.

### **3. Compliance with this Code of Conduct**

- 3.1** Responsibility for complying with these standards of conduct for directors of The Duke of Edinburgh's International Award – Australia will rest with each director.
- 3.2** A Director will be held responsible for any cost imposed on The Duke of Edinburgh's International Award – Australia through personal negligence and willful noncompliance with this code.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.8 National Award Units</b>                                       |
| Date(s) Revised:                | Nov 1985, March 2005, Aug 2005, Sept 2006, Aug 2015                   |
| Review Cycle:                   | 3 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | 2.1.1 The National Award Authority<br>2.1.3 Award Units               |
| Related Policies:               | 3.8 State/Territory Award Operating Authority and Award Unit Licences |

### Purpose of the Policy

This policy recognises the opportunity for an organisation to be authorised by the National Award Authority in consultation with the appropriate State/Territory licence holders, to operate the Award Program as a National Award Unit. While it is the preference of the National Award Authority that organisations and individuals interested in operating the Award Program register with a Divisional Award Committee eg. using State Award Unit licences supported by a national MOU or Agreement to support specific consistent arrangements such as a single registration fee applicable to the organisation throughout Australia, this policy is designed to encourage and facilitate groups and organisations with a national structure and focus to operate the Award Program, complementing the programs offered more locally by the State/Territory Award Operating Authorities

## 1. Requirements for a National Award Unit Licence

### 1.1 National Organisation

- 1.1.1 Be a multi-state operation;
- 1.1.2 Company, national government body or incorporated association;
- 1.1.3 Requests for national registration must satisfy the NAA that single or multiple Divisional registrations (eg. Via State Award Unit licences) are not a practical option.

### 1.2 Initial and Planned Participant levels – scaled for national program

- 1.2.1 Minimum 200 initial participants across two or more State/Territory Award Operating Authorities;
- 1.2.2 Minimum of 500 new participants each year across two or more State/Territory Award Operating Authorities (Exception at Board discretion for disability or high disadvantaged youth operators)

### 1.3 Self-contained operation – management and administration of program

- 1.3.1 Evidence of executive level management support (including dedicated staffing);
- 1.3.2 Identification of team of adults to manage and administer program proportional to planned size of participation;
- 1.3.3 Can readily provide required record management systems and monitoring systems.

### 1.4 Licence audit minimum two-yearly by the NAA

- 1.4.1 Additional audits, if deemed necessary by NAA will be at operator costs

### 1.5 Fully abide by Award requirements and National Policies, including:

- 1.5.1 Participant activity;
- 1.5.2 Assessment;
- 1.5.3 Volunteer training and support;
- 1.5.4 Safety;
- 1.5.5 Record keeping.

## **1.6 Organisation Level Insurance to meet National standards**

- 1.6.1 Public Liability;
- 1.6.2 Personal Accident (per participant).

## **2. Communication and Arrangements with State/Territory Award Operating Authorities**

- 2.1 State/Territory Award Operating Authorities will have contact details for all National Award Units for general enquiries and referral purposes.
- 2.2 Receive fees for providing training (public courses or in-houses) and any additional support services required by the National Award Unit.
- 2.3 Revenue stream for State/Territory Award Operating Authorities will apply. (Note 1.)
- 2.4 Minimum two-year embargo (from Sept. 2006) on current national organisations registered with State/Territories. The embargo subject to review and extension by the Board as appropriate.
- 2.5 Liaison with National Award Units concerning Award presentations, especially for Gold Awards

## **3. Pricing**

The fees to be charged in respect of those participating in the Award Program through National Award Units shall be based on the principle that Divisional licence holders will not be financially disadvantaged by the activities of National Award Unit. Fees applicable to such participation shall include:

- 3.1 Application and Initial National Award Unit Registration Fee plus GST (Payable to the National Board). This will be set by the NAA Board and revised annually. The current fee (2015) is \$1,400 for year one and \$800 pa thereafter;
- 3.2 Annual Registration Fee plus GST (Payable by the National Registered Award Unit);
- 3.3 Participant Registration Fee (per level) (per participant charge).
- 3.4 A fee will be payable to the State/Territory Award Operating Authority in which the participant resides. This fee will be determined by the NAA in discussion with the National Award Unit and the applicable State/Territory Award Operating Authorities, but will as a minimum be equivalent to the NAA's component of the RRP registration fee (Policy 2.2 National Fee Structure & Recommended Retail Price) applies and this fee is matched to be paid to the residing Division of each participant. These minimum fees support the administration and management of The Award and enable for Gold Awards of all National Award Units to be presented at the appropriate (based on Awardee residence) State or Territory Award Ceremony.
- 3.5 The fundamental consideration for any variation from this will be the amount of service or support required to the National Award Unit to be provided by the State/Territory Award Operating Authority(s).

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.9 Complementary Programs</b>         |
| Date(s) Revised:                | Nov 1984, Nov 1995, May 1996, August 2016 |
| Review Cycle:                   | 3 years                                   |
| Authority:                      | National Board                            |
| National Handbook Reference (s) | Not applicable                            |
| Related Policies:               | 1.6 Use of Name and Brand                 |

### Purpose of the Policy

This policy recognises that some Divisions also operate programs complementary to The Duke of Edinburgh's International Award under the auspice of a Divisional Award Committee.

### Policy

- 1.1 The National Award Authority recognises the operation of other programs by some Divisions, designed to complement or supplement the Duke of Edinburgh's International Award.
- 1.2 The Authority requires that such programs use locally derived names and that the name used to reflect the nature of the Program is quite distinct from the Duke of Edinburgh's International Award - Australia.
- 1.3 The NAA does not allow the use of Duke of Edinburgh's International Award - Australia letterhead and literature to promote or create a perception of any direct link between The Duke of Edinburgh's International Award - Australia and other associated programs initiated by the State/Territory Award Operating Authority or other organisations.
- 1.4 The insurance cover provided to Duke of Edinburgh's International Award - Australia participants and volunteers does not extend to participants and volunteers engaged in any complementary or associated programs.
- 1.5 State/Territory Award Operating Authorities undertaking to support or operate complementary programs are required to maintain separate and adequate Public Liability and Personal Accident insurance.  
Copies of current policies to be sent to the National Award Authority
- 1.6 The Division Board or Committee operating other Awards or programs must also ensure they have independent systems and processes to manage registrations, volunteer engagement, child protection and non-compliance or complaint matters.
- 1.7 Currently the Bridge Award and the Compass Award operate in Australia as complementary Awards, noting that the Bridge Award is used as a name for different Awards in both Victoria and Queensland. In Victoria the Bridge Award is for youth over 14 with a disability and in Queensland it is for youth 11 years 6 months to 25 years

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.10 Risk Management</b>                             |
| Date(s) Revised:                | Nov 2000, Nov 2006, Nov 2013                            |
| Review Cycle:                   | Annually  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 8: Risk Management                  |
| Related Policies:               | 1.14 Emergency Response & Crisis Communications (Media) |

### Introduction

The Duke of Edinburgh's International Award - Australia is required to manage risk (refer Appendix A for definition) across The Duke of Edinburgh's International Award - Australia. It recognises the value to the organisation of vigilantly monitoring its processes, policies and procedures to maximise the Award Program's development and mitigate/prevent safety, disruptive or negative incidents.

### Purpose of the Policy

This policy supports the development, implementation and maintenance of a formal risk management program for The Duke of Edinburgh's International Award - Australia.

### Policy

- 1.1 The NAA recognises its obligations for managing risk and integrating risk management across The Duke of Edinburgh's International Award - Australia. This is to be achieved through the national risk management program and reporting framework, that includes an annual risk management (mitigation) plan, that is developed and implemented by the NAA and each State/Territory Award Operating Authority. Any variation by a State/Territory Award Operating Authority to the program must be submitted in writing to the National Award Authority for their prior approval.
- 1.2 The National Award Authority will regularly review each State/Territory Award Operating Authority's risk management assessment, performance, policies and procedures and report annually any risks identified and their impacts for inclusion in the National Business Plan and subsequent State/Territory Award Operating Authority Business Plans.
- 1.3 The National Award Authority requires the National Office to co-ordinate the gathering from State/Territory Award Operating Authorities and analysis of risk management data, maintain a register and provide a report on outcomes to the NAA's Board meetings and other governance meetings to support decision making processes.

## Policy 1.10 Risk Management

## Appendix A

### 1. Definition: Risk

AS/NZS 4360: 1999 describes risk management as the logical and systematic method of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risks associated with any activity, function or process in a way that will enable organisations to minimise losses and maximise opportunities. Risk management for the purposes of the management of The Duke of Edinburgh's International Award - Australia, will include consideration of the following areas:

- 1.1 Compliance Risk
- 1.2 Financial Risk
- 1.3 Corporate Governance Risk
- 1.4 Business Risk
- 1.5 Human Resources/Volunteer Risk
- 1.6 Information Risk
- 1.7 Health & Safety Risk
- 1.8 Natural or Civil Disasters Risk
- 1.9 Reputation Risk

### SAMPLE RISK MANAGEMENT SUMMARY REPORT

| DIVISION KEY RISK REGISTER REPORT  |                                 |                    |                |                             |                |          |                |             |             |   |
|--|---------------------------------|--------------------|----------------|-----------------------------|----------------|----------|----------------|-------------|-------------|---|
| This risk assessment includes factors not fully controlled by the Division, ie governance and operational/delivery considerations managed by Award Units & the NAA |                                 |                    |                |                             |                |          |                |             |             |   |
| Date - Quarterly Update: <b>Aug-16</b>   |                                 |                    |                |                             |                |          |                |             |             |   |
| Risk Identification  |                                 | Risk Assessment    |                | Risk Management             |                |          | Risk Rating    |             |             |   |
| Possible Key Risks   |                                 | Likelihood of Risk | Impact of Risk | Existing Controls           | Nature of Risk | Due Date | Responsibility | Risk Rating | Risk Rating | Comments or Additional Action Required                      |
|  |                                 | H/M/L              | H/M/L          |                             | Fin/Op/Con     | Review   | Entity         | Previous    | Current     |   |
| Fin/Income   | 1.1 Registrations - Participant | L                  | H              | Disadv Yth Funding, Apps    | Financial      | Apr-16   | CEO & Divs     |             |             | Low registrations in Victoria continue                      |
|  | 1.2 Income: Donors/Ambass       | L                  | H              | Growing the base            | Financial      | Ongoing  | CEO            |             |             | Within budget expectations. No negative issues              |
|  | 1.3 Income: Sponsors            | M                  | H              | Diversity of source         | Financial      | Ongoing  | Friends/CEO    |             |             | Sponsor Income now 100% devt activity                       |
|  | 1.4 Income: ORB - IAF           | L                  | M              | Royalty & legal agreement   | Financial      | Ongoing  | CEO            |             |             | Payments are up to date. Smaller payments now apply         |
|  | 1.5 Investments - Friends       | L                  | M              | Independent advisor         | HR/Fin         | Ongoing  | Financial      |             |             | Returns are comparable or better than market re low rates   |
|  | 1.6 Fraud - Theft               | L                  | L              | Deleg'n limits & audit      | Fin/Ops        | Monthly  | NAA/Divs       |             |             | Financial reporting now being done by Deloitte              |
| Compliance   | 2.1 Non Compliance/Leg'n        | L                  | M              | Education, systems, QA      | Various        | 14ly     | CEO/Divs       |             |             | No known issues. QA Reviews complete. AL Trg is an issue    |
|  | 2.2 IAF Licence                 | L                  | H              | Annual review               | Fin/Rep'n      | Ongoing  | CEO/Chair      |             |             | Active engagement with IAF. CEO trained Liaison reviewer    |
|  | 2.3 Division's Performance      | M                  | M              | Feedback, encouragement     | Fin/Ops        | Monthly  | Board          |             |             | Lack of controls (Federated model). Alignment is improving  |
| Key Persons  | 3.1 Gov/Board Composition       | L                  | L              | Only via Bid appointees     | Gov            | Monthly  | Chair          |             |             | Under review via Chair. Carrying vacancies                  |
|  | 3.2 Key Mng't Loss or Perf      | L                  | M              | High engagement             | Strat/Opns     | 14ly     | CEO/Chair      |             |             | Vic and NAA Chair recruitment. Tas replacing directors      |
|  | 3.3 Key Staff Loss & HRM        | L                  | M              | Use of part time & contract | Opns/Fin       | 14ly     | CEO            |             |             | ORB Skill dependence. Losing Accounts intern                |
|  | 3.4 Volunteer Recruitment       | L                  | M              | Training & Recognition      | Fin/Rep'n      | Monthly  | Divs           |             |             | Training policy and online materials to be rolled out       |
|  | 3.5 Award Unit Recruitment      | L-M                | M              | Staff support               | Rep/Fin        | Ongoing  | Divs           |             |             | NAA to support Divs via Nationally delivery partners        |
| Supplier   | 4.1 Project Mgt & Partners      | L                  | M              | New MOU/Agreements          | Fin/Ops        | Ongoing  | CEO            |             |             | Federal Govt Funding Roll Out. Untested new systems         |
|  | 4.2 Suppliers - Adv Journey     | L                  | M              | Supplier guide & reg'n      | Opns/Growth    | Mar-16   | CEO/Divs       |             |             | New Reg Activity Provider register underway. Slow           |
|  | 4.3 Suppliers - Insurance       | M                  | H              | Reduce risk profile         | Fin/Ops        | 30-Jun   | CEO/Divs       |             |             | ORB. Risk mgt tools. Definitions. New Broker is proactive   |
|  | 4.4 Suppliers - IAF             | L                  | H              | Proactive mgt with IAF Mgt  | Fin/Supply     | 12 yrlly | CEO            |             |             | New ORB devt. No-Poor doc & functions confirmation          |
| Safety/Reputation  | 5.1 Volunteer Behaviour         | L-M                | H              | Training & monitoring       | Opns/Rep'n     | Ongoing  | Divs           |             |             | Active checking WWC reminders by AUs via Divs               |
|  | 5.2 Reputation Risk             | L-M                | M              | Media policy                | Strat          | Ongoing  | CEO/Divs       |             |             | QA policy & Doc Register need active implementation by Divs |
|  | 5.3 Government Support          | L                  | L              | Project & \$ Engagement     | Fin/Rep'n      | Ongoing  | CEO/Chair      |             |             | Federal Govt grant received. Milestones on target           |
|  | 6.1 Safety-Injury: Part/Vol.    | L                  | M              | Proactive with training     | Fin/Rep'n      | Ongoing  | Divs           |             |             | Advised by PR advisor that we need a national risk audit    |
|  | 6.2 Safety-Injury: Staff        | L                  | M              | Proactive with training     | Fin/Rep'n      | Ongoing  | Divs           |             |             | Need for a WHS review to confirm compliance                 |
|  | 7.1 Documentation               | L                  | L              | Document register           | Fin/Ops        | Ongoing  | CEO/Divs       |             |             | Reactivate doc register via new web site intranet           |
|  | 7.2 Data Loss (Non ORB)         | L                  | M              | Off site back up            | Fin/Ops        | Ongoing  | Fin Mgr        |             |             | Lack control of Div records (some)                          |
| Business-Op  | 7.3 IT - Hardware/Software      | M                  | H              | Office facilities/IT        | Fin/Ops        | June     | Fin Mgr        |             |             | No changes. Functioning well                                |
|  | 7.4 Utilities Disruption        | L                  | M              | Have remote access option   | Cust'r/Fin     | Ongoing  | Fin Mgr        |             |             | All staff can work from home                                |
| Note: All "Medium" and "High" ratings are to be explained in Board Reports   |                                 |                    |                |                             |                |          |                |             |             |   |

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.11 Role &amp; Structure National Award Office</b>                            |
| Date(s) Revised:                | March 1979, May 1979, Nov 1987, March 1994, Nov 2012, Nov 2014                    |
| Review Cycle:                   | 3 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 2; 2.1: The Duke of Edinburgh's International Award Structure |
| Related Policies:               |   |

### Purpose of the Policy

This policy establishes the function and delegated authority of the National Award Office.

### 1. Policy

- 1.1 The National Award Office is responsible to the Board with the ongoing responsibility for the running of the office being vested in the Chief Executive Officer.
- 1.2 The National Award Office will be maintained separately from any State/Territory Award Operating Authority Office.
- 1.3 The National Award Office will be resources by a Chief Executive Officer with support staff and specialist resources as approved by the Board.
- 1.4 The functions of the National Award Office are to be approved by the Board and detailed in the table accompanying this policy.
- 1.5 The Board or the National Award Office may delegate to any State/Territory Award Operating Authority full responsibility for any function so delegated and accepted. The National Award Office however retains the responsibility for regularly monitoring that the function is being fully undertaken.
- 1.6 The Board recognises that the important leadership, co-ordination, records management and liaison functions of the National Award Office require the full and timely support of the State/Territory Award Operating Authority Committees and their Executive staff.

### 2. National Award Authority Functions Table

| FUNCTION             | Future Essential & Other Activity   |
|----------------------|---|
| Licence Holder       | <ol style="list-style-type: none"> <li>1. Maintain National Licence with International Award Foundation (IAF)</li> <li>2. Reporting: State/Territory Award Operating Authorities &amp; IAF</li> <li>3. International Communication</li> <li>4. International Representation, including Asia Pacific Region</li> <li>5. State/Territory Award Operating Authority &amp; AU Licence</li> <li>6. Brand/Logo management</li> <li>7. International Council Membership (as elected by AP Region)</li> </ol> |
| National Secretariat | <ol style="list-style-type: none"> <li>1. NAA Board</li> <li>2. Friends Board</li> <li>3. HR Resource Management: EO/SMC Communication</li> <li>4. Financial Management</li> </ol>  |



|  |   |
|--|---|
|  | <ol style="list-style-type: none"> <li>5. Policy - Governance</li> <li>6. Policy – Handbook</li> <li>7. Strategic Plan - National</li> <li>8. Enquiries – State/Territory Award Operating Authorities &amp; Public</li> <li>9. Insurance: Policy &amp; enquiries</li> <li>10. Stock procurement: badges, certificates, record books</li> <li>11. Quality Assurance</li> <li>12. Partners – Youth Sector</li> <li>13. Web site (incl. IAF link)</li> <li>14. Record keeping: Registers</li> <li>15. Training policy and monitoring</li> <li>16. Award Program development: National marketing campaigns</li> <li>17. Award impact studies &amp; research</li> <li>18. Board and Director Performance Appraisal</li> <li>19. Staff Performance Appraisal</li> <li>20. Major national events</li> <li>21. AJ Providers and service provider monitoring</li> <li>22. Supporter recognition and communication</li> <li>23. National grant submissions</li> <li>24. Arrange representation to Award (eg. Organise programs for IAF and other Award international visitors)</li> </ol> |
| Strategy & Projects<br>(National or State/Territory Based) | <ol style="list-style-type: none"> <li>1. ORB – Help Desk</li> <li>2. ORB – Ongoing review and assessment,</li> <li>3. Strategic Plan Implementation               <ol style="list-style-type: none"> <li>i. Corporate Partners</li> <li>ii. Disability</li> <li>iii. Government Recognition</li> <li>iv. Sector Partners eg. Apex</li> <li>v. Ambassadors</li> <li>vi. Tertiary Sector</li> <li>vii. Sporting Bodies</li> <li>viii. Youth bodies, eg St Johns, YMCA</li> </ol> </li> <li>4. Open Award Centres</li> <li>5. Impact reporting (Longitudinal research)</li> <li>6. Kokoda Project</li> <li>7. Alumni</li> </ol>   |

## GOVERNANCE POLICY

|                                 |                                     |
|---------------------------------|-------------------------------------|
| Policy Name:                    | <b>1.12 Privacy Policy</b>          |
| Date(s) Revised:                | April 2002, March 2009, Feb 2012    |
| Review Cycle:                   | 3 years                             |
| Authority:                      | National Board                      |
| National Handbook Reference (s) | Glossary<br>Chapter 8; 8.3: Privacy |
| Related Policies:               | 3.5 Privacy & Online Information    |

### Introduction

The Duke of Edinburgh's International Award - Australia Inc ACN 114 267 195 (**The Award**) is committed to ensuring the privacy and protection of personal information in accordance with the requirements of the Australian Privacy Principles (APP) found in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth) which regulate the collection, storage, use, disclosure and other processing of personal information.

Certain National Award Authority activities with respect to employee records are exempt from this regulation. Any organisation or person licensed to administer, manage or coordinate The Award Program in Australia (including without limitation the National Award Authority, State/Territory Award Operating Authorities, Award Units, assessors, volunteers or Award Leaders) must comply with this policy.

### Purpose of the Policy

This policy sets out how The Award handles the personal information of The Award Program volunteers, supporters and participants.

## 1. Definitions

- 1.1 Award Program/Framework:** means the Duke of Edinburgh's International Award, which was established by the Trust Deed (United Kingdom) dated 18 January 1961, for the purposes described in the International Declaration set out in Schedule 1
- 1.2 The Award:** includes any organisation or person licensed administer, manage or coordinate. The Award Program, including without limitation to National Award Authority, State/Territory Award Operating Authorities (also referred to as Divisions), Award Units, assessors, volunteers or Award Leaders
- 1.3 Personal Information:** is any information or opinion (including information or opinion forming part of a database), whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. An individual's name, age, photograph, gender, contact details and financial/fundraising information are examples of personal information
- 1.4 Sensitive Information:** is a special type of personal information, being any information or opinion about an individual's health, 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. There are additional restrictions on the collection, use and disclosure of sensitive information in the Privacy Laws

## 2. Policy

### 2.1 Collection of personal information

- 2.1.1 The Award only collects personal information that is necessary for one or more of its functions or activities. Personal information is only collected lawfully and fairly, and not in an unreasonably intrusive way.

- 2.1.2 The Award generally collects personal information in order to manage, administer, record and support participation in The Award Program. Information is also collected to keep employees, volunteers, supporters and Participants informed about Award Program activities and events. When collecting relevant personal information, the identity of the collecting organisation, contact details, the purposes for which the information is required and to whom it will be provided will be clearly identified, together with any other matters required by the Privacy Laws.
- 2.1.3 The Award generally collects personal information directly from the relevant individual or their authorised intermediaries. The Award will take reasonable steps to ensure that when information is collected from a third party that the subject of the information has been made aware of this action.
- 2.1.4 In certain circumstances, The Award may collect sensitive information about individuals. For example, an individual may provide information on their health or racial origin in the Participant Application Form. The Award only collects, uses and discloses sensitive information with consent or otherwise in accordance with law.

## **2.2 Use and Disclosure of Personal Information**

- 2.2.1 The Award limits its use and disclosure of personal information to the purpose for which it was collected and other related purposes that would be expected by the individual.
- 2.2.2 In special circumstances, The Award may also use and disclose personal information where it is otherwise allowed under the Privacy Laws (for example, disclosure to government regulatory and law enforcement agencies or in emergency situations).
- 2.2.3 If The Award wishes to use or disclose personal information in other circumstances, it will obtain the individual's consent to do so.
- 2.2.4 Personal information may also be used to inform volunteers, supporters and Participants of Award Program activities and events and, if they have agreed, activities, events and special offers from carefully selected partners. Individuals who no longer wish to receive such promotional information may advise The Award using the contact details below. The Award's records will normally be amended in five working days.
- 2.2.5 Personal information may be shared between the various Award organisations and persons responsible for administering The Award Program in Australia. Each of these organisations and persons agree to comply with this policy. The Award may also transfer personal information (including sensitive information) to The Award organisations located outside of Australia such as the International Award Foundation (for example delegate details including health information for international exchanges/camps). Once this personal information is held outside of Australia it may not receive the level of privacy protection required by the Privacy Laws. Individuals who object to the overseas transfer of their personal information may advise the relevant The Award organisation using the contact details below.
- 2.2.6 The Award may also disclose personal information to its contractors and service providers that assist in the operation or administration of The Award Program from time to time (for example, The Award's mailing house or internet services provider). This strictly excludes for advertising or third party commercial activity.

## **3. Content and Ownership of Information Submitted**

- 3.1 In sending any information (including photographs, video, text or personal information) ("User Generated Content") to any website, chat room, wiki, messaging service, bulletin board or other online facility operated by The Award users must not
  - 3.1.1 Submit any information which is, or which The Award might regard as:

- a) False, misleading or deceptive;
- b) An invasion of any privacy or publicity rights;
- c) Software (including any virus or other malicious code);
- d) Advertising or information which in any way seeks to achieve a commercial purpose;
- e) Not the user's own property, or which infringers anyone's rights, including information which is protected by copyright, trademark or other intellectual property rights;
- f) Likely to upset, offend, insult or humiliate anyone or which racially or religiously vilifies or incites violence or hatred;
- g) Unlawful, threatening, abusive, defamatory, obscene, indecent or inappropriate, including information constituting or encouraging conduct that would be a criminal offence, give rise to civil liability or otherwise violate any law;
- h) Restrict any other user from using or enjoying the facility;
- i) Delete or author attributions, legal notices or proprietary designations or labels on any information; or
- j) Download any file posted by any other user which the user knows (or ought reasonably to know) cannot legally be downloaded by them

**3.2** The Award may from time to time monitor or review User Generated Content. While The Award reserves the right and sole discretion to refuse to post, to edit and/or to remove any information (in whole or in part) without cause, The Award has no obligation whatsoever to do so, nor is The Award responsible for any User Generated Content. Users acknowledge and agree that User Generated Content provides a means of public and not private communication. The Award also reserves the right and sole discretion to terminate any users access to any User Generated Content without cause and to cooperate fully with any law enforcement agency in any jurisdiction in respect of any direction or request including to disclose the identity and any other information in respect of anyone posting any information to The Award's facilities and to collect and store information about users that may be used or disclosed for these purposes.

**3.3** Users acknowledge that the comments or opinions contained in the User Generated Content are not the comments or opinions of The Award, and The Award accepts no liability in relation to material posted. Users agree to indemnify The Award and hold it and its related entities harmless against any liabilities, claims, loss (including consequential loss) or damage incurred:

- 3.3.1 Due to users' reliance on any User Generated Content; or
- 3.3.2 As a result of any breach by users of this clause 3.

#### **4. Access to and correction of personal information**

**4.1** An individual may request access to the personal information that The Award holds about them or request The Award to correct their personal information using the contact details below. Requests to provide access to personal information will be dealt with in a reasonable time.

**4.2** In some circumstances, The Award may not be required by law to provide an individual with access or to correct their personal information. In these circumstances, The Award will provide the individual with the reason(s) for refusal.

#### **5. Data Quality**

**5.1** The Award will take reasonable steps to ensure that personal information it collects, uses, or disclose is accurate, complete and up-to-date.

## 6. Security of Personal Information

- 6.1 The Award will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 6.2 The Award will take reasonable steps to destroy or permanently de-identify personal information collected which is no longer required.

## 7. Online Privacy

- 7.1 The Award recognises and appreciates the importance of responsible handling of personal information collected through electronic means. This section outlines the way The Award handles personal information collected when an individual uses the national The Award website at <http://www.dukeofed.com.au> (National Website).
- 7.2 Collection of personal information
  - 7.2.1 An individual may visit the National Website without providing any personal information.
  - 7.2.2 If an individual provides information to The Award through the National Website, the information may include personal information about that individual (such as their name, mailing address or email address). The Award will treat personal information collected on the National Website in accordance with this Privacy Policy.
  - 7.2.3 In processing online applications for participation in The Award, The Award will adopt the following procedure:
    - a) Prospective participants can register their interest through an online form at [http://intawardorb.com/intranet/home/Log\\_in.asp](http://intawardorb.com/intranet/home/Log_in.asp) by providing their name, email address, State/Territory and details of their proposed Award Unit, age range, parent/guardian's email if under 18, proposed Award level. If the participant is under 18, the participant's parent or guardian is also notified, and their consent sought. If parental /guardian consent is required and an email address is not provided, prospective participants can print a parental permission form for signature and return to The Award.
    - b) The application is sent by The Award to the proposed Award Unit, and reviewed by the Award Unit's nominated Award Leader.
    - c) If the proposed Award Unit accepts the application, the participant is notified by email.
    - d) If the proposed Award Unit does not accept the application, the participant and the State/Territory Award Operating Authority are notified so that the State/Territory Award Operating Authority can assist the participant in finding an alternative Award Leader.
  - 7.2.4 An individual who participates in the Blog and the Share Stuff areas on the National Website may also provide The Award with personal information. Any information posted on the Blog or Share Stuff area is available to all persons accessing that location.
  - 7.2.5 The Award does not knowingly collect any information from people under the age of 13 years
- 7.3 Disclosure of personal information
  - 7.3.1 The Award outsources the development, maintenance and hosting of the National Website to third party service providers. The Award may disclose personal information collected through the National website to its third party service providers so that they can effectively provide these services
- 7.4 Links
  - 7.4.1 The Award may, from time to time, include links on the National Website to the websites of other organisations. The Award is not responsible for the privacy practices of these websites.
- 7.5 Website security

- 7.5.1 As with any internet transaction, the transmission of data over the internet to the National Website is not completely secure. While The Award takes reasonable steps to protect all the personal information in its possession that it has collected via the National Website in accordance with its general personal information management practices, The Award cannot guarantee the security of all data submitted to it over the internet

## **8. Complaints**

- 8.1 Any individual who believes that The Award has not complied with this Privacy Policy or the National Privacy Principles with respect to the handling of their personal information should write to the relevant Award organisation using the contact details below. The letter should describe in detail the nature of the enquiry or the ways in which the individual believes that this policy has not been complied with.
- 8.2 If the matter cannot be resolved at the State/Territory Award Operating Authority level, or is a National level matter, it will be referred to a standing Complaints and Grievance Disputes Panel via the Australian Award Office.
- 8.3 The National Award Authority will elect an independent Chair and Panel Members to deal with matters as required.
- 8.4 The Panel is to review privacy related matters and make recommendations to the parties involved. They will inform the National Chairman and National Award Authority of the privacy matter and outcomes.
- 8.5 If a privacy complaint cannot be resolved between The Award and the individual, the individual may contact the Office of the Federal Privacy Commissioner. Such complaints should be made in writing to the Privacy Commissioner at GPO Box 5218, SYDNEY, NSW, 1042.

## **9. Contact Details**

- 9.1 Any individual who has a question or complaint about how The Award handles their personal information or who wishes to access or correct the personal information that The Award holds about them should contact:

National Award Authority  
Level 33, 88 Phillip Street  
Sydney, NSW 2000

Ph: 02 8241 1500 (prompt 3)  
Email: [admin@dukeofed.com.au](mailto:admin@dukeofed.com.au)

## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.13 National Ambassador Program</b>                                    |
| Date(s) Revised:                | May 2014   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 3.5 Privacy & Online Information<br>2.6 Sponsors & Donations (Fundraising) |

### 1. Role and Appointment of Ambassadors

- 1.1 An Ambassador is appointed by the national Board
- 1.2 An Ambassador is a prominent person who has demonstrated an interest and enthusiasm to support and promote the Award. An Ambassador makes a financial contribution but primarily their importance is to promote the Award to their business, community and government contacts.
- 1.3 An Ambassador is a person not corporate body. The Ambassador's contribution may however be paid by an organisation/company.
- 1.4 Before a person is approached to become an Ambassador it must be established that they are of good character and are not or have not been involved in activity that is in conflict with the Award's brand as a reputable and substantial youth development program.
- 1.5 The Ambassador is a perpetual appointment subject to their willingness to actively support and promote The Award.
- 1.6 A couple can be recognised as joint Ambassadors.
- 1.7 An Ambassador directory (restricted circulation to Ambassadors, National Board members, State/Territory Award Operating Authority Executive Officers and National Staff) and an Ambassador list (public information) will be maintained. The Ambassador list will be in print format and via the Award's website.

### 2. Ambassador Donations

- 2.1 A minimum \$25,000 at the commencement of the appointment. By arrangement, if requested, \$5,000 pa for 5 years
- 2.2 Ambassador donations (funding) was intended to be unspecified funding to support the National Operations and reduce the need to increase participant registration fees. The funds are now directed to supporting disadvantaged youth to undertake the Award.
- 2.3 The Board may review the required contribution and if it is increased it is not retrospective.

### 3. Honorary Ambassadors

- 3.1 An Honorary Ambassador recognises an individual that has given substantial in kind contribution as well as having demonstrated a capacity to actively advocate for the Award. The number of Honorary Ambassadors is to be tightly controlled by the Board and as a guide is limited to a maximum 1 per 10 paid Ambassadors.

### 4. Ambassador Communication and Function Invitations

- 4.1 An Ambassador directory will be maintained by the National Office



- 4.1.1 Communication with ambassadors will be at a personal level, i.e. minimising group communication such as newsletters
- 4.1.2 Ambassadors are to be invited to Gold Award presentations, key supporter functions, opportunities to visit Award Units, major launches and regal and vice regal events where possible.

## **5. State/Territory Secured and Supported Ambassadors**

Refer to Policy 2.6, Item 5.2.

## **6. Ambassador Dinners**

- 6.1 At the discretion of HRH Prince Edward, an annual Ambassador Dinner will be hosted by the Earl at a Palace in London. These dinners are considered as thank you dinners for the financial support provided by Ambassadors and for taking up an advocate role for the Duke of Edinburgh's International Award.
- 6.2 Each Ambassador will be invited to one dinner for themselves and their guest. All expenses associated with attending the dinner (travel and related) are to be met by the Ambassador.
- 6.3 An Ambassador who secures a new Ambassador may also be given an additional dinner invitation for themselves and a guest, pending the discretion of The Earl's office.
- 6.4 An Ambassador may express interest in attending an additional dinner but this is subject to availability of seating and a contribution (donation), a minimum \$2,000 per person is a guide to cover direct costs. If requests from multiple Ambassadors are received for additional attendance, these will be managed in an order based on: Ambassadors previously introduced; support for or attendance to Award functions; and, advocacy activity.
- 6.5 The dinner will be co-hosted by the National Chair or the Chair's nominee. The Private Secretary to TRH will be the contact person for all communication.
- 6.6 The IAF via the Asia Pacific Regional office will be notified in writing of all Dinner requests via the Palace Diary requests process.
- 6.7 A professional photographer will be arranged by the NAA to attend and photograph each couple as well as casual shots subject to Palace agreement
- 6.8 Supplementary activities associated with the Dinner, e.g. attending the Changing of the Guard at Buckingham Palace, will be optional and subject to Palace approval, staff resources and interest.



## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.14 Emergency Response &amp; Crisis Communications (Media)</b> |
| Date(s) Revised:                | April 2002, Nov 2004, April 2016                                   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 1.19 Delegations   |

### Purpose of the Policy

This policy establishes a framework for how The Duke of Edinburgh's International Award - Australia will respond to and manage an emergency or crisis situation.

Emergency and crisis situations will typically arise from any of the following:

- i. Behavioral matters, eg. Child abuse
- ii. Accident: eg. Injury or death
- iii. Legal or Compliance eg. Fraud, tax
- iv. Negative media: eg. Investigative journalism, association with a key supporter who is in trouble

The NAA recognises the importance of protecting the safety, security and wellbeing of employees, volunteers and participants and the reputation and good name of the Award.

This policy is to be consistent with the Policy 1.10 Risk Management and the International Award PR Guidelines – Reactive Media Relations.

It is recognised that State Award Authorities have local processes and procedures to be followed in such situations.

## 1. Policy

Licensing documentation with State Award Authorities is to make reference to this policy

### 1.1 National Spokesperson

- 1.1.1 The National chairman, or his nominated National Award Authority Executive representative, is the official spokesperson for the Award in Australia in emergency or crisis situation (actual or high potential), regardless of the jurisdiction.

### 1.2 Crisis Team

- 1.2.1 In the event of a national emergency or crisis situation the NAA Executive and Chief Executive Officer will act and assemble as the Crisis Team.

### 1.3 Notification of Emergency or Crisis Situation

- 1.3.1 The National Chairman is to be notified through the Australian Award Office of all fatalities, significant accidents, instances of missing adventurous journey groups or incidents/actions which need to be managed in a supportive way and that mitigates unnecessary threat to the Award's brand as soon as practicable

### 1.4 State Response Plan

- 1.4.1 In addition to notifying the National Chairman, the relevant Divisional Chair and Board/Committee members are required to be notified and local processes followed in concert with the NAA's response
- 1.4.2 The National Chairman should be updated and advised of the outcome of the situation through the Australian Award Office.

## 1.5 National Emergency or Crisis Response Plan

- 1.5.1 In a national emergency situation, the NAA Executive and Crisis Team will convene to assess the situation and develop the key message, an official statement and a National Response Plan.
- 1.5.2 The National spokesperson will take appropriate agreed action in relation to communicating with the parties involved or briefing the media and/or relevant stakeholders.
- 1.5.3 As soon as practicable the State Award Authorities will be informed of the situation and provided with a copy of any official statement.
- 1.5.4 The Australian Award Office will act under the direction of the National Chairman to undertake any action or follow-up required by the agreed National Response Plan.

## 1.6 Post Emergency or Crisis Situation Evaluation

- 1.6.1 The NAA Executive and Crisis Team will undertake a post emergency or crisis management evaluation. The Australian Award Office will prepare and retain an evaluation report.
- 1.6.2 The National Chairman through the Australian Award Office will write, as appropriate to any affected parties to provide post emergency or crisis follow-up.

## 1.7 List of Approved Award Spokespersons – National and Division

- i. A list (register) of approved spokespersons will be maintained by the National Office.
- ii. Each approved spokesperson will have completed media training and demonstrated competence in both media and high profile event public speaking.
- iii. Preference for Chair and CEO/EO

## 1.8 Crisis Management Initial Action Steps

- 1. **Awareness** of major incident or crisis  
(eg. via Division, Award Unit, Media Enquiry, Google Alert)  
If not received by the relevant Division(s) or national EO they are to be directly (verbally) informed immediately
- 2. **Inform immediately** (regardless of time of day) all key persons of known or potential crisis
  - i. National CEO
  - ii. National Chair
  - iii. Other Division EOs
  - iv. Division Chairs
  - v. Media/PR Advisors
- 3. Organise **tele-Conference** of key persons
- 4. Research/gather **additional information and confirm information**
- 5. Agree on **action position**
- 6. Prepare **briefing notes** and **media statement**
- 7. Agree on **spokesperson(s)**

## GOVERNANCE POLICY

|                                 |                                 |
|---------------------------------|---------------------------------|
| Policy Name:                    | <b>1.15 Health &amp; Safety</b> |
| Date(s) Revised:                | April 2002                      |
| Review Cycle:                   | 2 yearly                        |
| Authority:                      | National Board                  |
| National Handbook Reference (s) |                                 |
| Related Policies:               |                                 |

### Purpose of the Policy

The National Award Authority is committed to making The Duke of Edinburgh's International Award - Australia workplace safe and healthy for all.

This policy aims to achieve the highest standards of health and safety for people involved in The Duke of Edinburgh's International Award - Australia

### Policy

- 1.1 The National Award Authority is committed to providing a safe and healthy workplace and working environment for Duke of Edinburgh's Award - Australia employees, contractors, volunteers and visitors.
- 1.2 The National Award Authority will promote and sponsor a culture where harm to its people through work is unacceptable. All employees share responsibility for implementing this Policy.
- 1.3 To achieve the commitment in this Policy, the National Award Authority shall:
  - 1.3.1 Actively comply with all relevant health and safety legislation, as a minimum;
  - 1.3.2 Demonstrate commitment and leadership through the Australian Award Office management;
  - 1.3.3 Communicate clearly health and safety responsibilities for management, employees, contractors and national volunteers;
  - 1.3.4 Incorporate health and safety into strategic and operational planning, management systems and decision making;
  - 1.3.5 Work to eliminate hazards and practices that could cause incidents, injuries or illnesses;
  - 1.3.6 Involve all people who work for the National Award Authority in identifying risks and monitoring health and safety performance;
  - 1.3.7 Allocate resources to meet the commitments of this Policy.
- 1.4 National licensing documentation will make reference to this Policy.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.16 Volunteer Protection</b>  |
| Date(s) Revised:                | April 2002, Nov 2006, May 2014  |
| Review Cycle:                   | 2 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | 2.1.2 (6) re; Insurance<br>8.4 re: Risk Management  |
| Related Policies:               | 1.10 Risk Management<br>3.6 Volunteer Qualifications<br>3.12 Protection of Children & Young People<br>4.15 National Code of Conduct for Employees |

### Introduction

The National Award Authority of the Duke of Edinburgh's International Award - Australia is committed to promoting the safety and well-being of the volunteers of the Duke of Edinburgh's International Award - Australia and to providing a positive and supportive environment for participating in the Award Program. Volunteers are not employees or contractors of the National Award Authority, the relevant State/Territory Award Operating Authority or National Licence Holder or Award Unit, but rather perform Volunteering activities. The terms of this policy are to be construed subject to any applicable Commonwealth or State/Territory statute, delegated legislation or industrial instrument such that if any provision of this policy is inconsistent with any such statute, legislation or instrument, the terms of the statute, legislation or instrument prevail to the extent of any inconsistency.

### Purpose of the Policy

This policy establishes protective measures and outlines the processes for addressing volunteer protection within the Award Program in Australia. This policy aims to clarify the standards and boundaries within which activities take place and manage, review and minimise the risks associated with volunteers participating in the Award Program.

This policy applies to:

- 1) The National Award Authority, State/Territory Award Operating Authorities, National Award Units and Award Units;
- 2) Employees of the National Award Authority, State/Territory Award Operating Authorities, National Award Units, and Award Units; and
- 3) All other individuals, who participate in, are involved in or assist in organising the Award Program

### 1. Definitions

- 1.1 **"Award Participant"** means a person aged between 14 and 25 years registered with an Award Unit to undertake a Duke of Edinburgh's International Award.
- 1.2 **"Complaints and Grievances Disputes Panel"** means an NAA standing sub-committee established to hear complaints and grievances.
- 1.3 **"National Level Matter"** means matters involving the National Award Authority or staff employed directly by the National Award Authority. It may also be where the complaint, grievance or dispute is of a scale or significance that it warrants the awareness and resources of the NAA and/or the National Office. They would include matters of child abuse, WHS, discrimination, harassment or bullying.
- 1.4 **"Young People"** means a person under 18 years of age.
- 1.5 **"Volunteering"** is an activity that takes place in or is associated with not for profit organisations or projects and is undertaken:
  - 1.5.1 to be of benefit to the community and the volunteer;

- 1.5.2 of the volunteer's own free will and without coercion;
- 1.5.3 for no financial payment; and
- 1.5.4 in positions which are designated by the NAA or a State/Territory Award Operating Authorities and National Licence Holders as volunteer positions only.

## **2. State/Territory Award Operating Authorities and National Licence Holders Authorities obligations**

- 2.1 State/Territory Award Operating Authorities and National Award Units must take reasonable steps to ensure Board members of the State/Territory Award Operating Authorities and National Award Units, its employees, Award Units, instructors, assessors, Award Leaders and volunteers are:
  - 2.1.1 provided with a copy of and are made aware of this policy and any other policy of the National Award Authority or the State/Territory Award Operating Authority and National Award Units pertaining to volunteers including but not limited to, the *Volunteer Code of Practice*; and
  - 2.1.2 informed of any legal or other relevant obligations relating or attaching to the specific activity in which they are involved, including relevant State/Territory and Commonwealth legislative requirements.
- 2.2 State/Territory Award Operating Authorities and National Award Units must ensure that volunteers who participate in the Award Program are recognised by an Award Unit, the State/Territory Award Operating Authorities and National Award Units themselves or the NAA and are made aware of their responsibilities and obligations, including adherence to the Protection of Children and Young People, policy 3.13.

## **3. Insurance**

The National Award Authority will use reasonable endeavours to provide or cause the provision of insurance cover as advised from time to time to all participants who are involved or engaged in the Award Program. This insurance cover is in addition to the licence requirements placed by the NAA for all Award Units to have public liability insurance that recognises the delivery of The Award in their school or organisation.

## **4. Complaints, grievances and disputes involving volunteers**

- 4.1 All complaints, disputes or grievances involving volunteers who participate in The Award Program (including complaints or grievances of volunteers) must immediately and initially be reported to and (with the exception of National Level Matters) addressed by the Award Unit.
- 4.2 If the matter clearly or potentially is a crime it is to be referred to the police for advice and or attention.
- 4.3 If the matter cannot be resolved satisfactorily to the parties involved or in a timely matter by the Award Unit, it must be referred to the relevant State/Territory Award Operating Authority or National Award Unit.
- 4.4 If the matter cannot be resolved by the State/Territory Award Operating Authority or a National Award level or is a National Level Matter, it must be referred by the State/Territory Award Operating Authority or National Award Unit to a standing Complaints and Grievance Disputes Panel via the Australian Award Office. The panel will be convened by the Deputy Chair and will have 2 additional directors appointed by the Chair subject to there being no potential conflict of interest with the matter being addressed.
- 4.5 If the matter is referred to the Complaints and Grievance Disputes Panel:
  - 4.5.1 the Complaints and Grievance Disputes Panel will meet to deal with the matter at the earliest opportunity, subject to receiving in writing all background information pertaining to the matter, including the original complaint or grievance which must be in writing;

- 4.5.2 the Complaints and Grievance Disputes Panel may seek legal advice or consult appropriate authorities as required, respecting the privacy and confidentiality of all parties at all times and ensuring all parties are kept informed of the process;
- 4.5.3 the Complaints and Grievance Disputes Panel must objectively, factually and independently review the matter and make recommendations to the parties involved as appropriate.
- 4.5.4 Following the making of the recommendations in relation to the matter, the Complaints and Grievance Disputes Panel must inform the National Chairman of the matter and outcomes. The recommendations of the panel are binding with respect to either impacting an Award Leader or a State/Territory Award Operating Authority's and National Award Unit's ongoing license to deliver the Award.
- 4.5.5 If mediation is agreed by parties, the cost of this will be carried by the Award Unit, the State/Territory Award Operating Authority or National Award Unit, or the NAA depending on the level that the matter is being addressed.

## **5. Disciplinary Matters**

- 5.1 Disciplinary matters involving volunteers are initially to be raised and dealt with by the relevant Award Unit, State/Territory Award Operating Authority or National Award Unit unless the volunteer has been appointed by the NAA or National Award Office.
- 5.2 Types of disciplinary action that may be considered include:
  - 5.2.1 A written or verbal apology
  - 5.2.2 A warning
  - 5.2.3 Requirement for counselling and/or education
  - 5.2.4 Suspension of appointment
  - 5.2.5 Termination of appointment
  - 5.2.6 Banning the volunteer from further involvement with the Award or attending activities related to the Award Program
  - 5.2.7 Informing police or other relevant authority(s)
- 5.3 If any of the parties involved have a justifiable cause to claim that the matter cannot be resolved by the relevant Award Unit and/or State/Territory Award Operating Authority or National Award Unit or the nature of the discipline is unwarranted, they may refer their concerns to the Complaints and Grievance Disputes Panel via the National Award Authority, or if the matter involves the Panel, then to the NAA Board for appropriate action.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.17 Antidiscrimination &amp; Harassment</b> |
| Date(s) Revised:                | April 2002                                      |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board                                  |
| National Handbook Reference (s) |   |
| Related Policies:               | HR Policies<br>Code of Conduct                  |

### Introduction

The National Award Authority is dedicated to providing a safe working environment for The Duke of Edinburgh's International Award - Australia.

This Policy recognises that all States have their own anti-discrimination legislation. In respect of the Australian Award Office the NSW Anti-Discrimination Act 1977, applies in addition to the Federal Act.

### Purpose of the Policy

This policy aims to maintain appropriate standards of professional conduct and prevent unlawful discrimination and harassment in the workplace.

### 1. Definitions

- 1.1 "Discrimination and harassment"** occur when a person is discriminated against or harassed in certain areas of public life because of their race, colour, descent or national or ethnic origin, as defined under the Racial Discrimination Act 1992, or because of their sex, marital status, pregnancy as defined under the Sex Discrimination Act 1994, or because of disability as defined under the Disability Discrimination Act 1992, and some grounds under Human Rights and Equal Opportunity Act 1986.

### 2. Policy

- 2.1** The National Award Authority is committed to ensuring a working environment free from discrimination and harassment for Duke of Edinburgh's Award - Australia employees, contractors, volunteers and visitors.
- 2.2** The National Award Authority will promote and sponsor a culture where of any kind of discrimination or harassment is not tolerated. Disciplinary action will be taken against any employee (or agent) who breaches this policy. All employees share responsibility for implementing this Policy.
- 2.3** To achieve the commitment in this Policy the National Award Authority will:
- 2.3.1 Actively comply with all relevant anti-discrimination and equal opportunity legislation, as a minimum;
  - 2.3.2 Demonstrate commitment and leadership through the Australian Award Office management;
  - 2.3.3 Implement awareness raising strategies to ensure employees, contractors and national volunteers know their rights and responsibilities;
  - 2.3.4 Provide an effective procedure for complaints;
  - 2.3.5 Treat all complaints in a sensitive, fair, timely and confidential manner;
  - 2.3.6 Encourage the reporting of behaviour which breaches the discrimination and harassment;
  - 2.3.7 Allocate resources to meet the commitments of this Policy.
  - 2.3.8 National licensing documentation will make reference to this Policy.



## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.18 National Alumni</b>  |
| Date(s) Revised:                | June 2012  |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 2.1 Tax Deductible Gifts & Contributions<br>4.8 Youth and Awardee Engagement |

### Purpose of the Policy

The National Alumni was launched in May 2012 with the vision of creating a platform of connected Awardees that will build and maintain The Duke of Edinburgh's International Award reputation in Australia, and ultimately ensure our sustainability.

### 1. Policy

- 1.1 The National Alumni is a project of the National Award Office, however member details are shared between NAA and State/Territory Award Operating Authorities to ensure that we maximise the opportunities to engage with Alumni members.
- 1.2 NAA requests that State/Territory Award Operating Authorities invite Alumni members to all relevant local events such as Award Ceremonies.
- 1.3 There is to be no creation of a separate State Alumni, however, the State/Territory Award Operating Authorities are encouraged to engage with the National Alumni members from their own State/Territory to further engage them in local Award activities. The NAA will not recognise or support separate Division based Alumni bodies.
- 1.4 The Alumni will target Gold Awardees but is open to Bronze, Silver and Gold Awardees over the age of 18 years.
- 1.5 Engagement with Alumni members for funding opportunities.
  - 1.5.1 To build a sustainable Award, the NAA will be using the National Alumni database as a potential pool of donors. The NAA will strategically consider the members at regular intervals for financial approaches to be made over that time period. This would include a voluntary annual pledge plus more targeted campaigns.
  - 1.5.2 If the State/Territory Award Operating Authority is interested in approaching an Alumni member about funding, it would need to be done with the express approval of the NAA (as delegated to the CEO). This is to ensure that the same Alumni member is not receiving multiple requests for financial support from different areas of The Duke of Edinburgh's International Award - Australia. Likewise, the NAA will inform a State/Territory Award Operating Authority of communication occurring in their State or Territory with a prospective sponsor, donor or supporter.



## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>1.19 Delegations</b>  |
| Date(s) Revised:                | Sept 2006, June 2012, March 2014   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | NAA Executive  |
| National Handbook Reference (s) |  |
| Related Policies:               | 1.14 Emergency Response & Crisis Communications (Media)<br>3.2 Income & Operating Budget |

### Introduction

A delegations' register will be maintained to reflect on the key delegations contained in this policy as well as management and operations delegations introduced by the CEO.

### Policy:

#### 1. Financial Delegations

- 1.1 The **National Chairman** may authorise, without further approval any single item of expenditure that:
  - 1.1.1 Does not exceed \$20,000,
  - 1.1.2 Has been identified in the annual budget that has been approved by the Board, and
  - 1.1.3 Is a non-budgeted item considered most important to the organisation up to \$5,000 after consideration of the overall financial position.
- 1.2 Any **two Executive Members (Office Bearers)** may jointly authorise without further approval any single item of expenditure that:
  - 1.2.1 Does not exceed \$40,000,
  - 1.2.2 Has been identified in the annual budget that has been approved by the Board, and
  - 1.2.3 Is a non-budgeted item considered most important to the organisation up to \$10,000 after consideration of the overall financial position.
  - 1.2.4 The opening of a bank or financial institution account in accordance with the Board's investment policy.
- 1.3 The **Chief Executive Officer** may authorise without further approval any single item of expenditure that:
  - 1.3.1 Does not exceed \$20,000, and
  - 1.3.2 Has been identified in the annual budget that has been approved by the Board, or
  - 1.3.3 Has been approved by the National Chairman under delegation from the National Award Authority, or
  - 1.3.4 Is a non-budgeted item considered most important to the organisation up to \$5,000 after consideration of the overall financial position.

#### 2. Spokesperson and Release of Information

- 2.1 The Chief Executive Officer is delegated to act as the Public Officer for the Company for the purpose of responding to requests, including the media, for information and data.
- 2.2 The Chief Executive Officer may respond to requests for media interviews in the absence of the National Chairman and when it is not a matter for one State/Territory Award Operating Authority's attention.

### **3. Contracts**

- 3.1 The Chief Executive Officer may enter into office accommodation and supplier contracts and agreements identified in the annual budget that has been approved by the Board.
- 3.2 The CEO or the NAA Board may approve:
  - 3.2.1 Contracts with partner institutions
  - 3.2.2 Joint venture agreements
  - 3.2.3 Memorandum of understanding
  - 3.2.4 Confidentiality agreements
- 3.3 The Board of the National Award Authority must approve:
  - 3.3.1 Agreements for the sale and purchase of real property
  - 3.3.2 Commercial contracts with industry
  - 3.3.3 Bank or financial institution accounts opened or closed
  - 3.3.4 National Award Authority agreements to assign, licence, commercialise or otherwise deal contractually with intellectual property
  - 3.3.5 All documents to be executed under seal
  - 3.3.6 Agreements to form or enter into a company
  - 3.3.7 Contracts with industry
  - 3.3.8 Building construction and major works contracts

### **4. Affiliation and Memberships**

- 4.1 The Chief Executive Officer may represent the National Award Authority in affiliating or becoming a member of peak organisations, employer association and industry bodies.
- 4.2 Fees related to any such membership exceeding \$500.00 per annum will require prior approval of the Chairman

### **5. Staff and HRM**

- 5.1 The Chief Executive Officer may adjust the staff composition, engage and terminate staff (permanent, temporary, casual, contract) conditional that overall budgeted staff costs (including indirect costs and provisions) are maintained.
- 5.2 The recruitment and appointment of the CEO will be a Board decision.
- 5.3 The Chief Executive Officer will manage performance of all employees and contracted personnel.
- 5.4 The CEO will review and make changes and updates to HR Policies subject to the changes and updates not representing any substantial or material changes.

### **6. Security**

- 6.1 The Chief Executive Officer and the Finance and Administration Manager are responsible for arrangements concerning access to property (office) and storage and access to assets (non financial) and documentation.
- 6.2 The Chief Executive Officer may determine matters of disposal of equipment that is not serviceable or surplus to need.
- 6.3 The Chief Executive Officer and the Finance and Administration Manager are to jointly determine the disposal of archived and historical documents and material.

### **7. Services and Compliance**

- 7.1 The Chief Executive Officer and the Finance and Administration Manager are delegated to be the contact persons for utility companies, ATO and other organisations that the Award has a service relationship.

## GOVERNANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | 1.20 Friends of the Duke of Edinburgh's Award in Australia |
| Date(s) Revised:                | May 1986   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 2.4 Fundraising (Friends)                                  |

### 1. Policy

- 1.1 The Friends' of the Duke of Edinburgh's Award in Australia Inc (ABN: 85 021 371 716) has Deductible Gift Recipient Status (DGR) under item number 11.2.2 of the table in section 30-95 of the Income Tax Assessment Act 1997.
- 1.2 The Friends is governed by a Board (Committee).
- 1.3 The current Rules (constitution) of The Friends as adopted at the Annual General Meeting of 19 November 2004.
- 1.4 The objects and specific powers of the association are:
  - 1.4.1 To promote, support and assist the operation of the Duke of Edinburgh's International Award - Australia by providing expertise, advice, facilities and finance.
  - 1.4.2 To assist the Award Program by undertaking fund raising and other activities for specified projects or events associated with the aims of the Award.
  - 1.4.3 To accept gifts or grants of real or personal property (whether subject to a trust or not), for any of the objects of the association.
  - 1.4.4 To invest any money of the association not immediately required.
  - 1.4.5 To improve community awareness of the aims and activities of the Award Program.
  - 1.4.6 To administer and manage trust funds and property held in trust.
- 1.5 **It is only through the Friends that contributions to the Australian Award Program may be eligible for taxation concessions.**
- 1.6 The two main ways in which contributions may be tax deductible.
  - 1.6.1 Gifts
  - 1.6.2 Tax Deductible Contributions
- 1.7 State/Territory Award Operating Authorities holding fundraising events may choose to offer the opportunity for guests to make a gift or a tax-deductible contribution. **In all cases the arrangements require prior approval by the Friends.** Guests must be provided with a statement that the discretionary gift and/or the tax-deductible contribution are for the Friends of the Duke of Edinburgh's Award in Australia (ABN: 85 021 371 716). If a tax deductible contribution is sought, the function and ticket prices **must** meet the ATO conditions.
- 1.8 State/Territory Award Operating Authorities must also comply with any state/territory fundraising legislation.
- 1.9 The Friends and the NAA entered into an MOU regarding cooperation concerning funds, governance and management.

## GOVERNANCE POLICY

|                                 |                                       |
|---------------------------------|---------------------------------------|
| Policy Name:                    | <b>1.21 Director Role Description</b> |
| Date(s) Revised:                | Nay 1986                              |
| Review Cycle:                   | 3 yearly                              |
| Authority:                      | National Board                        |
| National Handbook Reference (s) |                                       |
| Related Policies:               |                                       |

### 1. Position Title

Director

### 2. Reporting To

- 1.1 The Board of The Duke of Edinburgh's International Award - Australia (DEA).
- 1.2 National Award Authority (NAA) via the Chair

### 3. Key Responsibilities

- 3.1 Contribute to the appointment and ongoing performance assessment of the National Chief Executive Officer and any of their direct management reports.
- 3.2 Be informed of the licensee requirements between the NAA and the International Award Foundation (IAF)
- 3.3 Read, consider and if required challenge, all papers, reports and information (licensee/State/Territory Award Operating Authorities, operational, market, financial, policy) made available (or requested) to the Director.
- 3.4 Contribute to the Board's strategic planning process.
- 3.5 Attend and actively participate in all Board meetings and any additionally scheduled meetings.
- 3.6 Prepare and/or review papers or submissions on topics considered important to the successful operation of DEA and delivery of youth and broader community benefits.
- 3.7 Review implementation of Board and Management policies and assist in the formulation of new policies.
- 3.8 Consider and approve the annual budget as presented by the Treasurer and/or the CEO.
- 3.9 Undertake the chair or convenor role on Board sub-committees or project groups.
- 3.10 Monitor and appraise all matters concerning the financial viability of DEA's operation (including financial and operational key performance ratios) to ensure compliance with all relevant legislation, codes, policies and standards
- 3.11 Undertake ongoing (annually) training and professional development activities to address or enhance knowledge and skills needs applicable to this Board appointment.
- 3.12 Contribute to the Board's representation at public or State/Territory Award Operating Authority events.
- 3.13 Inform the Board of any activities or interests that may conflict with, compromise or restrict the director from fully meeting their duties, including any related to representative obligations.
- 3.14 Assist in the identification and briefing of individuals that may be both interested and capable of serving as a future Director or in an advisory role.
- 3.15 Maintain other community and professional interests to enhance perspective and independent input to the Board.
- 3.16 Assist with securing financial support and in-kind resource support.

### 4. Delegations

- 4.1 All delegations will be clearly documented in the NAA's Governance Policy Manual and the Delegations register

## **5. Personal Qualities to be Demonstrated**

- 5.1** Honesty and trustworthiness at all times
- 5.2** 100% confidentiality regarding all Board matters
- 5.3** Strong loyalty to the interests of the DEA through its national, State/Territory Award Operating Authority and registered operator operations
- 5.4** Timely, confident and very well informed decision making and problem solving
- 5.5** Articulate and confident communicator (verbal and written)
- 5.6** Leadership and achievement driven
- 5.7** Numerically and analytically competent
- 5.8** Exercise complex judgement and initiative

## **6. Remuneration and Expenses**

- 6.1** The annual remuneration and expenses allowance will be set by the board and reflect the not-for-profit status of the DEA and in accordance with its rules.
- 6.2** Currently the NAA rules do not provide for the payment of remuneration to directors
- 6.3** Each director or the State/Territory Award Operating Authority that they have been nominated by meets board meeting expenses.
- 6.4** Directors requiring financial assistance with meeting expenses will require prior approval from the Board or Chair in accordance with the NAA's policy.
- 6.5** Directors undertaking additional approved activity can have approved/recognised expenses reimbursed.

## **7. Performance Review Conditions**

- 7.1** As required by the Board, each director will undertake a performance review using this role description for the criteria.
- 7.2** As requested by the Board or the Chair, each director will undertake a self-assessment which will be confidentially collated. The purpose being to contribute to improved performance through review and feedback.
- 7.3** Each director will have a current Police Check or relevant (State legislation) Working With Children Check.
- 7.4** Be well informed of current research and key Government policy concerning youth.
- 7.5** Be well informed on the operations and current strategic and financial status of the Award at all times.

## GOVERNANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>1.22 Board Sub-Committee Terms of Reference (Sample)<br/>Structure Review Sub-Committee Terms of Reference</b> |
| Date(s) Revised:                | Nov 2013  |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) |   |
| Related Policies:               |   |

The **following sample** of a Sub-Committee Terms of Reference is to be used as a template for preparing all Board Sub-Committees Terms of Reference.

### 1. OBJECTIVE

- 1.1 The primary objective of the Sub-Committee is to make recommendations to the National Board to ensure the future sustainability of The Awards in Australia
- 1.2 This is to include the options and recommendations for a preferred model to operate and deliver the Award throughout Australia more efficiently and more effectively.

### 2. AUTHORITY

- 2.1 The Terms of Reference for the Board Sub-Committee were adopted by a resolution of the Board

### 3. TERM

- 3.1 The Sub-Committee will be appointed for 12 months or as otherwise determined by the Board.

### 4. COMPOSITION

- 4.1 The Committee shall consist of a minimum 3 and a maximum 5 members appointed by the Board.
- 4.2 The initial members are Phil Anderson, Amy Kean. Tom Mould, Judy Potter, Matthew Power.
- 4.3 The Chair will be appointed by the Sub-Committee. The initial convenor will be Amy Kean.
- 4.4 The National Chair will be an ex-officio member.
- 4.5 The CEO will be a non-voting member.
- 4.6 The Sub-Committee may also invite various parties to contribute to its work and as required to attend its meetings, including National Office or State/Territory Award Operating Authority management on a needs basis.
- 4.7 The meetings of the Sub-Committee will otherwise be closed meetings.

### 5. MEETINGS

- 5.1 A quorum for the Sub-Committee shall be 3 members.
- 5.2 The Sub-Committee shall hold regular meetings in order to fulfil its objectives.

### 6. MINUTES

- 6.1 A National Office employee shall be appointed to keep minutes of the meetings, as requested by the Chair of the Sub-Committee. Draft minutes will be included in papers for the next Board Meeting.

## **7. DUTIES & RESPONSIBILITIES**

- 7.1 The Sub-Committee shall consider, but not be limited to, the following:
- 7.1.1 The role of the National and State offices.
  - 7.1.2 Location of National Office including co-location options with a State/Territory Award Operating Authority office.
  - 7.1.3 National office roles that can be undertaken by a State/Territory Award Operating Authority office.
  - 7.1.4 Merging of State/Territory Award Operating Authorities and/or offices.
  - 7.1.5 Board membership and staffing linked to model(s) proposed.
- 7.2 The Sub-Committee in undertaking the above shall:
- 7.2.1 Develop an action/milestone timetable and allocate tasks to sub-committee members.
  - 7.2.2 Utilise the current strategic plan as a component of determining future projections and organisational needs.
  - 7.2.3 Collect and review all available information and communication concerning critiquing the current national structure.
  - 7.2.4 Identify successful models for structure and practice amongst related NFP organisations.
  - 7.2.5 Engage the State/Territory Award Operating Authorities and key stakeholders in providing feedback to support the review.
  - 7.2.6 Keep the Board informed with regular updates.
  - 7.2.7 Seek independent validation (via pro-bono) of modelling and assumptions.
  - 7.2.8 Prepare and make detailed recommendations to the Board

## **8. ACCESS TO SUPPORT**

- 8.1 The Sub-Committee shall have unlimited access to the CEO. The Committee may also consult independent experts where it is considered necessary to carry out its duties.
- 8.2 Current delegated expenditure approvals apply. No specific are funds allocated for this review.

## **9. REPORTING**

- 9.1 Draft report by 21<sup>st</sup> October, 2013
- 9.2 Final report 11<sup>th</sup> November, 2013.
- 9.3 Extended reporting:
- 9.3.1 Progress Report: 28<sup>th</sup> March, 2014
  - 9.3.2 Details Report and Final Recommendations: 30<sup>th</sup> May, 2014

# Administration & Finance Policies



## ADMINISTRATION & FINANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>2.1 Tax Deductible Gifts &amp; Contributions</b> |
| Date(s) Revised:                | July 2004, Nov 2005                                 |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board                                      |
| National Handbook Reference (s) |   |
| Related Policies:               |   |

### Purpose of the Policy

This policy provides guidance on the topic of tax-deductible donations and other financial donations. The Company recognises the importance of national co-ordination in encouraging and distributing donations. The Friends' of The Duke of Edinburgh's Award in Australia Inc (ABN: 85 021 371 716) has Deductible Gift Recipient Status (DGR). It is only through the Friends that contributions to the Australian Award Program may be eligible for taxation concessions.

This policy should be read in-conjunction with Policy 2.4 Fundraising (Friends)

### Policy

- 1.1 The National Award Authority recognises The Friends of the Duke of Edinburgh's Award in Australia Inc. as the only vehicle in this country for the receipt of tax-deductible gifts and tax-deductible contributions.
- 1.2 The National Award Office is to assist and direct enquiries regarding donations to The Friends of The Duke of Edinburgh's International Award - Australia Inc. or if more appropriate, to a State/Territory Award Operating Authority/State Friends.
- 1.3 Donors are to be invited to express a preference for the allocation or use of their donation. The National Award Office to liaise with The Friends of The Duke of Edinburgh's Award in Australia Inc. regarding their list of current options and priorities.
- 1.4 State/Territory Award Operating Authorities holding fundraising events may choose to offer the opportunity for guests to make a gift or a tax-deductible contribution. In all cases the arrangements require prior approval by the Friends.
  - 1.4.1 Guests must be provided with a statement that the discretionary gift and/or the tax-deductible contribution are for the Friends of The Duke of Edinburgh's Award in Australia (ABN: 85 021 371 716). If a tax deductible contribution is sought, the function and ticket prices must meet the ATO conditions.
  - 1.4.2 State/Territory Award Operating Authorities must also comply with any state/territory fundraising legislation.
  - 1.4.3 State/Territory Award Operating Authorities may be able to access funding from the Friends' of the Duke of Edinburgh's Award (the DGR), however where money or other property is transferred to a DGR on condition that it is passed onto a particular organisation or event, the tax deductibility of the donation may be affected.
  - 1.4.4 Donors can make a request that the gift be directed to a particular organisation. Such arrangements will not prevent the payment from being a gift provided that the DGR (the Friends):
    - a) obtains in its own right the full value or benefit of the property donated; and
    - b) is empowered and has absolute discretion whether or not to distribute the property to those organisations nominated by the giver.

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.2 National Fee Structure &amp; Recommended Retail Price</b> |
| Date(s) Revised:                | Nov 2013, Nov 2015   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 2.6 Sponsorship & Fundraising                                    |

### 1. National Fee Structure

- i. The Award will apply a mandatory participant registration fee to contribute to the administration of The Award in Australia (National and State/Territory Award Operating Authority levels). This will be set as part of the annual budget process.
- ii. An application and a registration fee for Award Units may be set by State/Territory Award Operating Authorities but is not mandatory. A fee for National Licence Holders will also apply and this is to be set by the NAA Board.
- iii. Participant registration fees are to apply for the commencement of each level of the Award
- iv. The Recommended Retail Price (RRP) for participant registrations will be set by the NAA Board annually is to be used to guide State/Territory Award Operating Authorities and National Licence Holders in setting their pricing.

### 2. RRP for 2015

- i. The RRP is provided to State/Territory Award Operating Authorities as a guide.
- ii. The NAA recognises that each State/Territory Award Operating Authority or National Licence Holders may seek to have one fee applicable for all levels and possibly an annual continuation fee.
- iii. The RRP is to be determined with the input from State/Territory Award Operating Authorities so as to not unnecessarily have a State/Territory Award Operating Authority charging above the RRP.
- iv. RRP only to apply to participants. Each State/Territory Award Operating Authority is to set their own fee structure for Award Units and other services provided, eg. Training.
- v. The RRP for 2016 (from 1<sup>st</sup> January) is:

| Award Level   | 2016 RRP | 2017 RRP |
|---------------|----------|----------|
| <b>Bronze</b> | \$160    | \$163    |
| <b>Silver</b> | \$170    | \$173    |
| <b>Gold</b>   | \$180    | \$183    |

## ADMINISTRATION & FINANCE POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>2.3 Participant Assistance (Subsidy)</b> |
| Date(s) Revised:                | Sep 2012, Nov 2013, Nov 2015, May 2016      |
| Review Cycle:                   | 2 yearly                                    |
| Authority:                      | National Board                              |
| National Handbook Reference (s) |   |
| Related Policies:               | 2.2 National Fee Structure & RRP            |

### Introduction

The National Board agreed that a subsidy is to be available to support lower socio-economic areas and youth with special need to access The Duke of Ed. The funding for this assistance is in addition to financial support currently being provided by State/Territory Award Operating Authorities. This policy has been revised (2015) to enable the distribution of Federal Funds granted to the Award to support disadvantaged youth and also recognises other sources of support funds at a State or Territory level.

### Purpose of the Policy

#### 1. Policy

- 1.1 The policy to be known as Participant Assistance Policy.
- 1.2 An annual budget will be approved by the Board to use to refund State/Territory Award Operating Authorities that apply the Policy to assist target youth. This may be in addition to any assistance funding provided by the State/Territory Award Operating Authority.
- 1.3 The financial assistance to be a portion of the National Board's Recommended Retail Price (RRP) and where possible and appropriate, not the full amount.
- 1.4 The levels of financial assistance will be approved by the National Board annually and will be linked to young people (or their family) that qualify for a National (eg. Centrelink Health Card or Pension Card) or State Government (eg. SA's School Card) support program or through the recognition and endorsement by the State Award Operating Authority (Division).
- 1.5 The Award Unit via the Award Leader to apply for assistance and to nominate the category of assistance.
- 1.6 There will be 3 levels of registration assistance (same assistance applicable to Bronze, Silver and Gold) funded by the National Board, i.e.
  - 1.6.1 **Base Level: \$30**
  - 1.6.2 **Mid Level: \$75**
  - 1.6.3 **High Level: \$RRP** full cost of Registration (see item 2.10 below) or Registration fee applicable in your State.
- 1.7 If the high level assistance is required, this is subject to an application by the Award Unit followed by State/Territory Award Operating Authority recommendation and National Office approval, using National Board delegation.
- 1.8 In addition, State/Territory Award Operating Authorities will have the discretion of offering high need participants with Adventurous Journey Assistance of between \$100 to \$200.

- 1.9 High Need is defined by the NAA as a young person who is in receipt of State or Federal Government financial assistance or support due to a social or disability need.
- 1.10 The administration of the policy will be as follows:
- 1.10.3 **Award Unit:** Apply to the State Award Office for financial support using application form (Form A, B or C). This may be for a single participant (Form A) or a group of participant's (Form B) or a pre-approval request (Form C). State/Territory Award Operating Authority confirms (via prior knowledge or information provided) genuine need for assistance sought.
- 1.10.4 **State/Territory Award Operating Authority:**
- (i) Review and verify application meets criteria under this policy
  - (ii) Check (email to NAA) that funding is available (re: annual budget) for each application
  - (iii) Approve and retain the paperwork relating to evidence requirements.
  - (iv) Invoices NAA for funds and includes copy of AU application form(s).
- 1.10.5 **National Award Authority:** Fund the registration income short fall or the net financial assistance sought to the State/Territory Award Operating Authorities on a per application or on a quarterly basis and monitor the approval and integrity of the AU and State/Territory Award Operating Authority record keeping.
- 1.11 The required forms will be available as a pdf on the NAA Website but the Participant Assistance Policy is not to be advertised on the Website on the page that the RRP is shown.

| Eligible Group  | Consideration   |
|---|---|
| Occasional individual participant   | Use Form A for each application.<br>Level of assistance (Base, Medium or High) is selected. |
| Regular multi Participant support required  | Group application, Form B.<br>Level of assistance is selected for each participant.         |
| Ongoing majority or all Participant cohort.<br>Eg Remote community AU<br>Disability Services AU | AU to be preapproved to a specified level or levels.<br>Report using Form C.                |

## 2 Recommended Retail Price

- 2.6 The RRP is provided to State/Territory Award Operating Authorities as a guide.
- 2.7 The NAA recognises that State/Territory Award Operating Authorities may seek to have one fee applicable for all levels and possibly an annual continuation fee.
- 2.8 The RRP is to be determined with the input from State/Territory Award Operating Authorities so as to not unnecessarily have a State/Territory Award Operating Authority charging above the RRP.
- 2.9 RRP only to apply to Participants. State/Territory Award Operating Authorities to set their own fee structure for Award Units and other services provided, eg. Training.
- 2.10 The RRP for 2017 is:

| Award Level | 2017 RRP |
|-------------|----------|
| Bronze      | \$163    |
| Silver      | \$173    |
| Gold        | \$183    |

## APPLICATION FOR FINANCIAL ASSISTANCE

### Form A - Individual Applications

I request financial assistance with the registration or participation in the Duke of Edinburgh's International Award Program for the following young people. I recognise that this assistance is provided from funding provided by a range of sponsors/supporters and is coordinated by the National Award Office and that The Duke of Edinburgh's International Award may as part of their QA and audit process require:

1. The Award Unit to provide supporting evidence of high need
2. Provide a report on the Participant's progress or status in completing the Award.

#### Summary

| Type of Assistance                      | Amount | Number of Participants | Total Financial Assistance Requested |
|---|--------|------------------------|--------------------------------------|
| Base                                    | \$30   |                        |                                      |
| Mid                                     | \$75   |                        |                                      |
| Other (insert \$)                       | \$     |                        |                                      |
| High                                    | RRP*   |                        |                                      |
| Adventurous Journey - Base              | \$100  |                        |                                      |
| Adventurous Journey – Other (insert \$) |        |                        |                                      |
| Adventurous Journey – Max.              | \$200  |                        |                                      |
| TOTAL:                                  |        |                        |                                      |

\*Registration fee applicable in your State.

#### Award Unit

|                      |  |
|----------------------|--|
| Name of Award Unit   |  |
| Address:             |  |
| Award Leader's Name: |  |
| Telephone/Email      |  |

#### Participant Details (attach additional names using Form B)

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|                      |  |       |  |
|----------------------|--|-------|--|
| Signed-Award Leader: |  | Date: |  |
|----------------------|--|-------|--|

#### State/Territory Award Operating Authority Office Use Only

|                              |  |                                   |  |
|------------------------------|--|-----------------------------------|--|
| Date Received:               |  | Date Reviewed & Verified:         |  |
| Date NAA Funding Check Made: |  | Date Approved:                    |  |
| Date AU Notified             |  | Date NAA Invoiced:                |  |
| Div. Funds Available         |  | If Available, amount contributed. |  |
| Notes:                       |  |                                   |  |

## APPLICATION FOR FINANCIAL ASSISTANCE

### Form B - Multi Applications

This form is to be used in conjunction with Form A

#### Additional Participant Details

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|   |  |                |  |
|---|--|----------------|--|
| Participant's Name:   |  |                |  |
| Level of Award:   |  | Date of Birth: |  |
| Type of assistance  |  | Amount:        |  |
| Supporting statement & Evidence, eg. School Card/Centrelink/Other |  |                |  |

|                      |  |       |  |
|----------------------|--|-------|--|
| Signed-Award Leader: |  | Date: |  |
|----------------------|--|-------|--|

## APPLICATION FOR FINANCIAL ASSISTANCE

### Form C – Pre-Approval for Award Unit

Ongoing Annual Assistance Application: **For State/Territory Award Operating Authority Approval**

I request ongoing (annually approved) approval for financial assistance with the registration or participation in the Duke of Edinburgh's International Award Program for all or most young people undertaking their Award through this Award Unit.

I recognise that this assistance is provided from funding provided by a range of sponsors and is coordinated by the National Award Office and that the Duke of Edinburgh's International Award may as part of their QA and audit process require:

1. The Award Unit to provide supporting evidence of high need as requested.
2. Provide a report on the Participant's progress or status in completing the Award.

### Summary

| Type of Assistance                      | Amount | Estimated Number of Participants Per Year | Estimated Total Financial Assistance Requested |
|---|--------|---|--|
| Base                                    | \$30   |   |  |
| Mid                                     | \$75   |   |  |
| Other (insert \$)                       | \$     |   |  |
| High                                    | \$RRP  |   |  |
| Adventurous Journey - Base              | \$100  |   |  |
| Adventurous Journey – Other (insert \$) |        |   |  |
| Adventurous Journey – Max.              | \$200  |   |  |
| TOTAL:                                  |        |   |  |

\* Registration fee applicable in your State.

### Award Unit

|                      |  |
|----------------------|--|
| Name of Award Unit:  |  |
| Address:             |  |
| Award Leader's Name: |  |
| Telephone/Email      |  |

### Supporting Statement (Evidence of high need, eg. School Card/Centrelink/Other)

Please attach detailed statement and provide a summary below:

|  |
|--|
|  |
|--|

|                          |  |       |  |
|--------------------------|--|-------|--|
| Signed-<br>Award Leader: |  | Date: |  |
|--------------------------|--|-------|--|

### State/Territory Award Operating Authority Office Use Only

|                                 |  |                                   |  |
|---------------------------------|--|-----------------------------------|--|
| Date Received:                  |  | Date Reviewed & Verified:         |  |
| Date NAA Funding<br>Check Made: |  | Date Approved:                    |  |
| Date AU Notified                |  | Date NAA Invoiced:                |  |
| Div. Funds Available            |  | If Available, amount contributed. |  |
| Notes:                          |  |                                   |  |

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.4 Fundraising (Friends)</b>         |
| Date(s) Revised:                | April 1996, August 2005                  |
| Review Cycle:                   | 3 yearly                                 |
| Authority:                      | National Board                           |
| National Handbook Reference (s) |  |
| Related Policies:               | 2.1 Tax Deductible Gifts & Contributions |

### Introduction

#### Purpose of the Policy

This policy recognises that the main concern and objective of the Friends of The Duke of Edinburgh's Award in Australia Inc. is:

- 1) Undertaking an annual fund-raising program,
- 2) Guardianship of the tax-deductibility of gifts

The Australian National Award Authority encourages the Friends of The Duke of Edinburgh's Award in Australia Inc. to take a leadership role in fund-raising, assisting and encouraging the State/Territory Award Operating Authorities to raise funding and obtain sponsorship in a very professional and ethical way.

#### Policy

- 1.1 The Friends of the Duke of Edinburgh's Award in Australia Inc. is the only national vehicle in this country for the receipt of tax-deductible gifts and tax-deductible contributions.
- 1.2 As an incorporated body The Friends of The Duke of Edinburgh's Award in Australia Inc. operates under the control of a Committee of Management.
- 1.3 The Friends of The Duke of Edinburgh's Award - Australia Inc. annual fundraising Program is to be complementary to Divisional fund-raising efforts.
- 1.4 The funds raised by the Friends of The Duke of Edinburgh's Award - Australia Inc. will be used for both:
  - 1.4.1 a long term capital fund (strategic projects), and
  - 1.4.2 National Award Office and State/Territory Award Operating Authority's for funding disadvantaged youth.
- 1.5 Individual State/Territory Award Operating Authorities may submit requests for fund-raising requirements and fund-raising projects directly to The Friends of The Duke of Edinburgh's Award in Australia Inc.
- 1.6 While the National Award Office is receiving subsidised accommodation it will provide the Friends of The Duke of Edinburgh's Award - Australia Inc. with free or subsidised office accommodation and essential office equipment and communications facilities support.



## ADMINISTRATION & FINANCE POLICY

|                                 |                                  |
|---------------------------------|----------------------------------|
| Policy Name:                    | <b>2.5 Tax Deductibility</b>     |
| Date(s) Revised:                | April 1996                       |
| Review Cycle:                   | 3 yearly                         |
| Authority:                      | National Board                   |
| National Handbook Reference (s) |                                  |
| Related Policies:               | 1.13 National Ambassador Program |

### Introduction

#### Purpose of the Policy

This policy establishes The Friends of The Duke of Edinburgh's Award in Australia Inc. as the only means by which the Award in Australia can receive tax-deductible donations. The tax deductibility status was granted in 1989.

#### Policy

- 1.1 The Board recognise the difficulty of achieving a tax deductibility status and that the activities of State/Territory Award Operating Authorities at an individual level are not to risk the current status of The Friends of The Duke of Edinburgh's Award in Australia Inc.
- 1.2 The benefits (corporate and individual donations) gained from this tax-deductible status is to be directed, wherever possible, to benefit the operation and implementation of the Award in Australia.

## A ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.6 Sponsorship &amp; Donations (Fundraising)</b>   |
| Date(s) Revised:                | Nov 2006, Nov 2013, 30 May, Nov 2014, August 2016  |
| Review Cycle:                   | 2 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 1.13 National Ambassador Program<br>1.10 Risk Management<br>1.14 Emergency Response & Crisis Communications (Media)<br>3.10 Volunteer and Supporters Recognition |

### Introduction

The Duke of Edinburgh's International Award<sup>1</sup> - Australia (the National Award Authority) recognises the importance of high standards of accountability, ethics and probity in seeking, receiving and managing sponsorship and donations. It further recognises the potential ethical, commercial and political financial and non-financial risks. These may include:

- 1) perception of improper conduct,
- 2) the potential to embarrass the National Award Authority through associating Duke of Edinburgh's International Award - Australia Award Program (Award Program) activity with an inappropriate sponsor,
- 3) undertaking an activity on the basis of the promise of sponsorship benefits that then does not materialise, breaching requirements or not being cost-effective.

In accordance with the National Strategic Plan and National Risk Management Policy and practices the National Award Authority (NAA) is committed to evaluating risks to maximise resource building and avoid negative incidents. The National Award Authority acknowledges that a wide range of sponsorship and donor arrangements currently exist across Australia. This policy is to be consistent with the policies of The Friends of the Duke of Edinburgh's Award in Australia and International Award Fundraising Guidelines. This policy, with respect to the sponsorships component, has been prepared in accordance with the Australian National Audit Office (ANAO) Better Practice Guide – Management of Corporate Sponsorship.

### Purpose of the Policy

This policy aims to effectively guide and coordinate the national sponsorship and donor activities of the National Award Authority. It aims to clarify the ethical standards and boundaries within which activities take place and manage and review the risks associated with sponsorship and donor management.

This policy recognises the main objective of The Friends of The Duke of Edinburgh's Award in Australia is to build revenue from fundraising, donors and sponsorship to support the work of the National Office and eight (8) State/Territory Award Operating Authorities.

The NAA has a commitment to all donors that 100% of their funds will be used to support front line activities. that support disadvantaged youth or projects that engage a greater number of young Australians to undertake the Award. All funds provided to a State or Territory Award Authority must be directed accordingly and accounted for back to the NAA.

<sup>1</sup> The new name was registered in 2014 and is part of the licence agreement (2013) with the International Award Foundation (IAF)

## 1. Definitions

- 1.1 **“Sponsorship”** is the purchase of the right to associate the sponsor’s name, products or series with the sponsored organisation’s service, product or activity in return for negotiated benefits
- 1.2 **“Donations”** is the receipt of financial or kind assistance that are without obligation other than thank you recognition of the donor. **Policy-**

### 1. Administration of Sponsorship Arrangements

- 1.1 The NAA Chief Executive Officer in consultation with The Friends Board and the Friends employee/contractor is to be responsible for research, developing national sponsorship proposals and approaching potential national sponsors and donors.
- 1.2 A member of the Board or the National Friends Board may also be utilised to approach potential sponsors and donors.
- 1.3 The Board Executive<sup>2</sup> is to sanction national sponsorship proposals prior to submission and approve agreements in writing with a properly authorised signatory of the corporate sponsor. All parties to the agreement, the payment terms, duration, financial conditions, terms on which the Award Program’s intellectual property can be used and quality controls for such intellectual property, dispute resolution procedures and use of money are to be specified in writing.
- 1.4 Measurable marketing or corporate objectives and targets should be set for all sponsorships. The targets should be part of the approval process and performance should be measured regularly against the agreed targets.
- 1.5 The National Award Authority (Board) and the National Friends Board will be notified of additions/changes to the list of national corporate sponsors, donors and of companies or organisations being approached by the National Award Authority.
- 1.6 Board and committee members are required to disclose personal interests as soon as practicable after an individual becomes aware of their interest in the matter.
- 1.7 The National Award Authority will maintain records of national donor and corporate sponsorship arrangements and provide administrative and general support.
- 1.8 An updated annual list of current State Sponsors and major donors (\$1000+) is to be compiled and circulated to the Board, States/Territories, and the National Friends Board.
- 1.9 On occasions or for activities where more than one sponsor or donor is required or involved, each sponsor or donor should be made aware of the involvement of the other(s) and the possibility that sponsors may be able to dovetail their involvement.
- 1.10 Prior to a national approach being made, the National Award Authority will first check the National Sponsors and Donors list to see if a current arrangement exists. The State is to be consulted first to agree any further action where pre-existing arrangements apply
- 1.11 To ensure consistency and the integrity of The Duke of Ed brand, the National Office will:
  - 1.11.1 Establish and accurately maintain a central registry of all State/Territory/ National sponsorship and fundraising arrangements made or underway using The Friends’ DGR status;
  - 1.11.2 Make available the list (central registry) to all State/Territory Award Operating Authorities and The Friends’ of The Duke of Edinburgh’s Award in Australia Inc. (in confidence);

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<sup>2</sup> Board Executive refers to the Chair, Deputy Chair, Treasurer and Secretary.

1.11.3 Provide central support to all State/Territory Award Operating Authorities around sponsorship and fundraising including:

- a) Materials for fundraising;
- b) Advice;
- c) Leads (if appropriate); and
- d) Assistance with strategy planning.
  - i. Provide details to the States and Territories in relation to the National Fundraising Strategy;
  - ii. Provide a range of benefits to potential sponsors secured by States and Territory offices which may strengthen their pitches. NB: high level offerings, such as Royal event invitations which are managed by the NAA (see Attachment 1);
  - iii. Work with the State/Territory Award Operating Authority to ensure funding raised by the National Office for particular State/Territory based projects is distributed to the State/Territory Award Operating Authorities; and
  - iv. Ensure national donors are provided details of all State/Territory projects to determine how their donation will best support The Award in Australia.

## 2. Trademarks

- 2.1 The sponsorship agreement should clearly set out requirements on the use of the trademark and use by the sponsor of the National Award Authority's trademarks as per the NAA's licence with the International Award Foundation (IAF). If the National Award Authority intends to use the sponsor's trademark, the National Award Authority should seek protection from the sponsor in relation to the National Award Authority's use of such trademark. For example, the agreement could include warranties that the National Award Authority's use of the sponsor's trademark will not infringe any other person's rights and indemnities from the sponsor.
- 2.2 Where receiving national sponsorship funding and using the sponsor's trademark it should use the mark in the form and manner approved by the sponsor or as set out in the form and manner approved by the sponsor or as set out in the sponsorship agreement.
- 2.3 When engaged in sponsorship activities the National Award Authority must ensure that the National Award Authority's registered and unregistered trademarks (including name and logo) are properly used. All uses or depictions of a trademark must be in the form in which the mark is registered, or in the case of unregistered trademarks, in the form in which the mark is used by the National Award Authority in Australia. In addition, the National Award Authority must ensure that it controls any permitted use of the National Award Authority's trademark by sponsors to ensure the sponsors meet the standards of the National Award Authority and comply with the National Award Authority's trademark guidelines.
- 2.4 The sponsorship agreement should clearly set out requirements on the use of the trademark and use by the sponsor of the National Award Authority's trademarks. If the National Award Authority intends to use the sponsor's trademark, the National Award Authority should seek protection from the sponsor in relation to the National Award Authority's use of such trademark. For example, the agreement could include warranties that the National Award Authority's use of the sponsor's trademark will not infringe any other person's rights and indemnities from the sponsor.
- 2.5 Where receiving national sponsorship funding and using the sponsor's trademark it should use the mark in the form and manner approved by the sponsor or as set out in the form and manner approved by the sponsor or as set out in the sponsorship agreement.
- 2.6 When engaged in sponsorship activities the National Award Authority must ensure that the National Award Authority's registered and unregistered trademarks (including name and logo) are properly used. All uses or depictions of a trademark must be in the form in which the mark is registered, or in the case

of unregistered trademarks, in the form in which the mark is used by the National Award Authority in Australia. In addition, the National Award Authority must ensure that it controls any permitted use of the National Award Authority's trademark by sponsors to ensure the sponsors meet the standards of the National Award Authority and comply with the National Award Authority's trademark guidelines.

- 2.7 The sponsor must not be permitted to use the National Award Authority's trademarks in combination with or near proximity to the sponsor's trademarks.
- 2.8 The sponsor must be obliged to use such form of trademark notice as specified by the National Award Authority from time to time in proximity to the National Award Authority's trademarks.
- 2.9 The sponsor must be obliged to cease all use of the National Award Authority's trademarks on termination of the sponsorship agreement.
- 2.10 The sponsorship agreement should document the National Award Authority's right to review all promotional material prior to release.

### **3. Funds Raised by Sponsorship (Non Donor)**

- 3.1 All funds raised from corporate sponsorship are to be only used for the purpose(s) for which they were intended, promoted and agreed. The budget and description of what the money is to be used for must be set out in writing in the agreement.
- 3.2 All funds raised from corporate sponsorship are to be appropriately allocated and accounted for in either the National Award Authority or The Friends of the Duke of Edinburgh's Award Financial Statements.
- 3.3 A written reconciliation and report(s) is to be prepared for major fundraising events and submitted to the Board, National Friends Board and/or Charter for Business Committee as appropriate.
- 3.4 Funds expended to generate sponsorship are to be provided from general funds or from funds generated by sponsorship, as approved by the Board and specified in the sponsorship agreement.
- 3.5 If the NAA works with a State/Territory Award Operating Authority to jointly secure sponsorship for a project/purpose the NAA will retain a minimum 20% of the total amount as a support fee. If this project/purpose requires ongoing management by the NAA, this managerial fee may be adjusted in consultation with the State/Territory Award Operating Authority, but will not likely to exceed 35% in any one year.

## **4 Recognition of Supporters: Donors and Sponsors**

- 4.1 Refer to attachment one: National Supporters Recognition Policy

## **5 Distribution of Funds**

The NAA has a commitment to all donors that 100% of their funds will be used to support front line activities. that support disadvantaged youth or projects that engage a greater number of young Australians to undertake the Award.

### **5.1 World Fellows**

- 5.1.1 Where a State/Territory Award Operating Authority secures a new Fellow and an allocation is not specified on the Commitment Form to the IAF, the State/Territory will be funded a minimum 15% of the National component of the pledge to assist disadvantaged youth.
- 5.1.2 The World Fellow may direct on the Commitment Form to the IAF up to 50% (50% goes to the NAA) of their pledge be allocated by the NAA to a State/Territory Award Operating Authority(s) for a specific project on behalf of all the States and Territories.
- 5.1.3 .

## 5.2 Ambassadors

- 5.2.1 Ambassador funding is intended to be unspecified funding to support the National projects.
- 5.2.2 Where a State/Territory Award Operating Authority secures a new Ambassador the State/Territory Award Operating Authority will be allocated 50% of the National component of the pledge. By negotiation with the NAA Board, this amount to the State/Territory Award Operating Authority may be increased to 100% and is subject to the State/Territory Award Operating Authority undertaking active communication and relationship management with the Ambassador.

## 5.3 Charter for Business and Sponsors

- 5.3.1 Charter for Business (CFB) funds will be managed by The Friends and distributed to State/Territory Award Operating Authorities for specific projects, subject to an application process.
- 5.3.2 100% of funds from sponsors secured by a State/Territory Award Operating Authority for a National project will be allocated to the project with any appropriate weighting of distribution that is required by the sponsor, eg. that State/Territory X is used as the main project site for pilot and coordination.
- 5.3.3 CFB funds secured by the NAA will be retained and distributed by the NAA either as part of the Participant Assistance funding or for State/Territory projects.

## 5.4 Alumni and Alumni Donations

The National Alumni was launched in May 2012 with the vision of creating a platform of connected Awardees that will build and maintain The Duke of Edinburgh's Award reputation in Australia, and ultimately ensure our sustainability. The National Alumni is a project of the National Award Office, however member details are shared between NAA and State/Territory Award Operating Authorities to ensure that we maximise the opportunities to engage with Alumni members. NAA requests that State/Territory Award Operating Authorities invite Alumni members to all relevant local events such as Award Ceremonies.

- 5.4.1 There is to be no creation of a separate State Alumni, however, the State/Territory Award Operating Authorities are encouraged to engage with the National Alumni members from their own State/Territory to further engage them in local Award activities.
- 5.4.2 Engagement with Alumni members for funding opportunities.
  - a) To build a sustainable Award, the NAA will be using the National Alumni database as a potential pool of donors. The NAA will strategically consider the members at regular intervals for financial approaches to be made over that time period. This would include a voluntary annual pledge, starting as a Friend for \$20 per month, plus more targeted campaigns.
  - b) If the State/Territory Award Operating Authority are interested in approaching an Alumni member about funding, it would need to be done with the express approval of the NAA (as delegated to the CEO). This is to ensure that the same Alumni member is not receiving multiple requests for financial support from different areas of The Duke of Edinburgh's International Award - Australia. Likewise, the NAA will inform a State/Territory Award Operating Authority of communication occurring in their State or Territory with a prospective sponsor, donor or supporter.
  - c) The process for the State/Territory Award Operating Authority to approach a National Alumni member for funding would be to complete a "Request for Approach to National Alumni" form to communicate the intention and detail of the potential request. This form will include:

- i) Name of individual
  - ii) Name of organisation
  - iii) Contact State/Territory Award Operating Authority Award Operating Authority has had with Alumni to date
  - iv) Detail of what is being sought from the National Alumni member, whether it be general funding, an in-kind donation or sponsorship for a specific event/project.
- 5.4.3** The NAA will review the request and respond in writing to the State/Territory as to whether the approach is appropriate (and permission to contact given) or inappropriate (and permission to make contact denied) or appropriate only if the approach was done as a joint effort between NAA and State/Territory. The main criteria around approval would be an existing relationship with NAA and the proposed funding targets or a specific opportunity with that member already identified.
- 5.4.4** The National Alumni is a project of the NAA. The NAA has made the investment in the Alumni (establishment and specialist data management software) and effectively owns the Alumni. However, the NAA recognises that the Alumni exists as a result of work the State/Territories have done in the past to secure the participant. The funding split outlined below recognises both of these factors.
- a) If the NAA secures unspecified funding via Alumni individuals or member organisations, the State/Territory of origin will receive 20% of the funding.
  - b) If the State/Territory secures unspecified funding via Alumni members/member organisations, the the State or Territory may retain all of it.
  - c) If the funding is received from Alumni for a specific project (i.e., specified funding), all the funds will go to the project.

### **Restrictions on Sponsorship**

- 5.5** Sponsorship will not be allowed to influence or negatively impact the National Strategic Plan goals or integrity of the National Award Authority in Australia. For example, sponsorship should not be accepted on the condition that a core function or activity of the National Award Authority is performed in a specific way that may be in conflict with the National Award Authority's priorities or integrity, including negative impact on brand.
- 5.6** In relation to youth related initiatives careful consideration is to be given to and clearance obtained from the Board Executive before entering into sponsorship arrangements in the following:
- 5.6.1** areas which have the potential to cause widespread public controversy
  - 5.6.2** gambling or drug-related sponsorships
  - 5.6.3** events which duplicate or compete with existing National Award Authority sponsorship projects;
  - 5.6.4** sponsorship by a political party
- 5.7** Tobacco companies shall not be accepted as sponsors.
- 5.8** Wine and alcohol companies may be accepted for one-off events where alcohol is being served and that are not youth centered functions.
- 5.9** Sponsors shall not have any access to the National Award Authority in Australia's or any State or Territory Award Operating Authority's mailing list.

## **6 Dispute Resolution**

In the event of a dispute occurring between the National Award Authority and a national sponsoring organisation the matter is to be referred to the Board Executive to take appropriate remedial action with the nominated sponsor representatives



## **7 In Kind Support**

- 7.1 The provision of in-kind items to the NAA is supported, provided:
  - 7.1.1 Both parties agree on an appropriate value for the items;
  - 7.1.2 Any benefits are for the Award and not individuals;
  - 7.1.3 The process is properly documented and managed; and
  - 7.1.4 Accountability and transparency is maintained.
- 7.2 Establishing a reasonable estimation of sponsorship value should be undertaken with a value identified between both parties for in-kind support including free radio or television time, free airline tickets, tickets to events or advertising space to enable a true assessment of the total value of the sponsorship

## **8 State/Territory Co-operation**

- 8.1 Each State/Territory Award Operating Authority is required to:
  - 8.1.1 Inform the NAA Office, on behalf of The Friends', annually of sponsorship/ donor strategies and proposals (including prospects, event and campaign details);
  - 8.1.2 Provide an update of current sponsorship, benefactor and fundraising details to the NAA on behalf of The Friends' every six (6) months;
  - 8.1.3 Align sponsorship recognition standards and diligence to NAA standards when negotiating funding or sponsorship in the name of The Duke of Ed;
  - 8.1.4 Seek prior approval from the NAA before entering into any co-branding arrangement with a sponsor;
  - 8.1.5 Report against the progress of projects funded by The Friends'. (i.e. funding providing through the provision of Charter for Business, a grant, an Ambassador a major gift); and
  - 8.1.6 Work with the NAA to ensure details and information of projects undertaken in their State/ Territory is provided to NAA so they can approach potential donors on behalf of State/ Territory Award Operating Authorities.
  - 8.1.7 The NAA will inform a State/Territory Award Operating Authority of communication occurring in their State or Territory with a prospective sponsor, donor or supporter

## **9 Probity**

- 9.1 The relationship between the National Award Authority in Australia and corporate sponsor needs to be conducted in a transparent manner and be able to stand up to public scrutiny and preserve public trust.
- 9.2 All ethical considerations are to be taken into account, documented and placed on public record before entering into an agreement.
- 9.3 No advance payments or progress payments are to be accepted prior to the finalisation of any national sponsorship agreement.
- 9.4 Award Ambassadors, Gold Sponsors, Principal Sponsors and National Benefactors are to be screened (personal and/or organisational) by the national Executive prior to their contribution and engagement with the Award being accepted
- 9.5 Any real or potential conflicts of interest must be disclosed to the Board through the National Award Authority. Issues involving conflict of interest should be recorded in the appropriate records or minutes to ensure they are transparent and capable of review.
- 9.6 Individuals with private interests such as investments, voluntary work or membership of other groups should not participate or vote on any issue relating to a National corporate sponsorship arrangement or proposal.
- 9.7 Board and committee members, National Award Authority employees and volunteers acting on behalf of the National Award Authority should not receive any personal benefits for themselves, colleagues, family members, friends or associated entities.
- 9.8 Where benefits are offered, such as hospitality or gifts, they must be cleared through the Board Executive.



9.9 Regular reviews of internal controls are to be conducted by the Board Treasurer.

## 10 Fraud

- 10.1 All sponsorship funds are to be maintained and reported by two approved signatories including a member of the Board Executive.
- 10.2 The need to disclose criminal records should be specified in writing in national sponsorship agreements.
- 10.3 An annual audit process is required to be conducted of all national finances including sponsorship related funds.
- 10.4 In the event an officer thinks fraud or corruption has occurred the matter is to be referred in writing stating reasons to the National Chairman via the National Award Authority.
- 10.5 The Board Executive will be responsible for ensuring an investigation and appropriate action is taken. The Board will be informed of such matters and outcomes.

## 11 Evaluation of Sponsorship

- 11.1 Regular reviews and reporting of national sponsorship arrangements are to be undertaken by the National Chief Executive Officer.
- 11.2 An internal evaluation report and financial reconciliation including indirect costs will be produced by National Award Authority and provided to the Board.
- 11.3 The benefits from sponsorship arrangements are to be assessed to ensure that such arrangements do not restrict future opportunities to achieve greater benefits

## 12 National-State/Territory Award Operating Authority Co-operation

- 12.1 State/Territory Award Operating Authorities may make their own arrangements concerning donors and sponsors subject to:
  - 12.1.1 Exercising standards and diligence when negotiating sponsorship in the name of the Duke of Edinburgh's International Award - Australia.
  - 12.1.2 seeking prior approval from the NAA before entering into any co-branding arrangement, especially with respect to Trademark (refer to section 2 of this policy) and International (IAF) licence implications.
- 12.2 The National Award Office to establish and accurately maintain a central registry of all State/Territory sponsorship arrangements made or underway. Each State/Territory Award Operating Authority to provide sponsorship details to the National Award Office on, at minimum, an annual basis.
- 12.3 The National Award Office to circulate the list (central registry) to all State/Territory Award Operating Authorities and The Friends of The Duke of Edinburgh's International Award - Australia Inc.
- 12.4 The Friends of The Duke of Edinburgh's International Award - Australia Inc. having tax deductible status to be used as the primary vehicle for obtaining corporate sponsorship at a national level.
- 12.5 State and Territories Award Committees to fully assess their ability to completely service the sponsorship obligations associated with the receipt of funds or in-kind contribution.
- 12.6 State and Territory Award Committees to evaluate if it may be more attractive for a potential sponsor to donate for Australia-wide purposes rather than at a Divisional level.

## ATTACHMENT ONE

### National Supporters Recognition Policy

The Duke of Edinburgh's International Award -Australia  
and The Friends of The Duke of Edinburgh's Award in Australia Inc (The Friends)

Note: Award Ambassadors and Supporters Dinners with HRH The Earl of Wessex are subject to an annual review and approval and

|  |  | Category          | Criteria    | Form of Recogniton  |
|--|--|-------------------|-------------|---|
|  | Supporting Major Development and National Projects | Benefactor        | \$500,000 + | Lifetime recognition on www<br>Prominent presence on Duke of Ed www with link to company www<br>Logo inclusion on all media releases distributed<br>Logo inclusion on all Duke of Ed Newsletters<br>Logo inclusion on any banners/promotional material produced for events<br>Quarterly EDMs (if applicable) to our database<br>Gold Plaque presented at a Regal or Vice Regal Function<br>Invitation to attend 2 Royal Thank You Dinners with HRH Prince Edward, with opoortunity for guests<br>Invitations to attend Events around the country<br>Inclusion on National Newsletter Distribution List  |
|  |  | Principal Sponsor | \$200,000 + | Lifetime recognition on www<br>Prominent presence on Duke of Ed www with link to company www<br>Naming rights to particular project if applicable<br>Logo inclusion on all media releases distributed<br>Logo inclusion on all Duke of Ed Newsletters<br>Logo inclusion on any banners/promotional material produced for events<br>Quarterly EDMs (if applicable) to our database<br>Gold Plaque presented at a Regal or Vice Regal Function<br>Invitation to attend 2 Royal Thank You Dinners<br>Invitations to attend Events around the country<br>Inclusion on National Newsletter Distribution List |
|  |  | Gold Sponsor      | \$100,000 + | Lifetime recognition on www<br>Prominent presence on Duke of Ed www with link to company www<br>Naming rights to particular project if applicable<br>Logo inclusion on all media releases distributed<br>Logo inclusion on all Duke of Ed Newsletters<br>Logo inclusion on any banners/promotional material produced for events<br>Quarterly EDMs (if applicable) to our database<br>Gold Plaque presented at a Regal or Vice Regal Function<br>Invitation to attend 2 Royal Thank You Dinners<br>Invitations to attend Events around the country<br>Inclusion on National Newsletter Distribution List |

|  |                     |                             |  |   |
|--|---------------------|-----------------------------|--|---|
|  |                     | World Fellow                | £75,000<br>£32,500 -<br>Australia                        | Lifetime recognition on www<br>Recognition as Australian Award Ambassador<br>Inclusion in Ambassador Directory to promote networking amongst Ambassador Group<br>Gold Plaque presented at a Regal or Vice Regal Function<br>Invitation to attend 1 Royal Thank You Dinner<br>Invitations to attend Events around the country<br>Inclusion on Ambassador Newsletter Distribution List<br>Part of IAA World Fellow Network<br>Receipt Letter for Tax Purposes (GDR) |
|  |                     | Award Ambasssador           | \$25,000<br>(Individual)                                 | Lifetime recognition on www<br>Inclusion in Ambassador Directory to promote networking amongst Ambassador Group<br>Bronze Plaque presented at a Regal or Vice Regal Function<br>Invitation to attend 1 Royal Thank You Dinner<br>Invitations to attend Events around the country<br>Inclusion on Ambassador Newsletter Distribution List<br>Receipt Letter for Tax Purposes (GDR)   |
|  |                     | Charter for Business Member | \$50,000<br>(Corporate)                                  | Lifetime recognition on www<br>Silver Plaque presented at a Regal or Vice Regal Function<br>Option to nominate an Award Ambassador<br>Invitation to attend 1 Royal Thank You Dinner<br>Invitations to attend Events around the country<br>Inclusion on National Newsletter Distribution List<br>Receipt Letter for Tax Purposes (GDR)   |
|  |                     | Pro-Bono Sponsor            | \$50,000 in-kind<br>/ Regular in-kind support 10 years + | Lifetime recognition on www<br>Silver Plaque presented at a Regal or Vice Regal Function<br>Invitations to attend Events around the country<br>Inclusion on National Newsletter Distribution List<br>Receipt Letter for Tax Purposes (GDR)  |
|  |                     | Supporter                   | \$2,000  | Donor contributing \$1,000 to \$5,000 or an employer publically recognising Awardees eg. recruitment<br>Recognition on a www for a 2-year period<br>Inclusion on National Newsletter Distribution List<br>Permission to include The Duke of Ed logo on organisation collateral and www<br>Receipt Letter for Tax Purposes (GDR)   |
|  |                     | Friend                      | \$240 pa   | Regular giving option eg \$20pm. Supports disadvantaged youth<br>Annual Tax Deductible Receipt Letter<br>Inclusion on National Newsletter Distribution List   |
|  |                     | Alumni Founding Friend      | \$500 limited to 50 Awardees or supporters               | Lifetime recognition as Founding Friend on The Alumni pages of www<br>Invitations to Alumni Events<br>Tax Deductible Receipt Letter   |
|  | Supporting Projects | Alumni                      | Awardee  | Award Certificate<br>Invitations to Alumni Events   |

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.7 State/Territory Award Operating Authority Subsidies</b> |
| Date(s) Revised:                | June 1995, May 1996  |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

#### Purpose of the Policy

This policy addresses the issue of pricing and costing subsidies to assist State/Territory Award Operating Authorities due to distance, size of operation or local financial distress.

#### Policy

- 1.1 The National Chairman has the National Award Authority's authority to determine the nature and extent of travel subsidies for financially disadvantaged State/Territories to travel to National meetings.
- 1.2 The National Award Office has the authority to only charge State/Territories for direct expenses incurred in conducting National meetings. There will not be a 'general' attendance charge for NAA meetings and Planning Conferences and Executive Officers/Strategic Management Committee meetings (SMC). If a subsidy is required, the National Award Office may make ex-gratia payments from its annual budget.
- 1.3 The NAA has identified Western Australia and Northern Territory as the two Divisions likely to require a travel subsidy. The subsidy to be no greater than the excess of their fares over those from South Australia (Adelaide).
- 1.4 Board approval is required before the National Award Office applies subsidised pricing that does not benefit all states/territories, to any State/Territory Award Operating Authority on stock or other income items/activities.

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.8 Accounts Payable &amp; Receivable</b> |
| Date(s) Revised:                | August 2005, June 2007                       |
| Review Cycle:                   | 3 yearly                                     |
| Authority:                      | National Board                               |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

The Duke of Edinburgh's International Award - Australia (the National Award Authority) recognises the importance of high standards of accountability, ethics and probity in managing its finances. It further recognises its limited resources to provide credit to debtors.

### Purpose of the Policy

This policy outlines the terms and conditions implicit in any financial relationships with the National Award Authority.

### Policy

#### 1. Debtors

- 1.1 Terms for the payment by State/Territory Award Operating Authorities for goods and services purchased from the National Office are prior to, or on delivery of the goods;
- 1.2 In exceptional circumstances and by prior arrangement with the Chief Executive Officer, up to 21 days credit may be provided;
- 1.3 Terms for the payment of insurance premiums, services provided by the National Office and the participant registration fee are twenty-one (21) calendar days from date of invoice;
- 1.4 Terms for all other debtors are 30 days EOM from date of invoice;
- 1.5 Failure to complete payment by any debtor in the specified time will incur an administrative charge of \$15 per invoice per 21 days.

#### 2. Creditors

- 2.1 All accounts payable by the National Award Authority shall be paid within 30 days from date of invoice.

#### 3. Payment Options

- 3.1 Cheque
- 3.2 Direct credit to account nominated on the invoice

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.9 Friends Budget and Funding Support to the NAA</b> |
| Date(s) Revised:                | 2012   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) | NA   |
| Related Policies:               |  |

### Introduction

The Duke of Edinburgh's International Award - Australia (the National Award Authority) has entered into an agreement with The Friends of the Duke of Edinburgh's Award in Australia regarding the management and allocation of fund raising to support the annual income requirements of the NAA.

### Policy

1. The Friends will retain all fund raising income in trust for the NAA as per its Objects.
2. The Friends will prepare an annual budget in collaboration with the NAA to ensure that the budgeted cash flow needs of the NAA are being met.
3. The NAA Board will be given access to The Friends ongoing financial report and will likewise reciprocate.

## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.10 National Document Register</b> |
| Date(s) Revised:                | Sept 2014                              |
| Review Cycle:                   | 3 yearly                               |
| Authority:                      | National Board                         |
| National Handbook Reference (s) | NA                                     |
| Related Policies:               |  |

### Introduction

The Duke of Edinburgh's International Award - Australia (the National Award Authority) established a National Document Register in 2000 following the Coroner's report on David Iredale's death in 1999. The Register will enable The Duke of Ed to mitigate inconsistent, inaccurate or incomplete information from being distributed regarding the management and delivery of the program.

### Policy

1. The NAA will maintain a register of document that it creates (hard copy or soft copy, eg. Published on web sites) as well as documents that each Division creates or has altered (eg new branding) and includes their Award Units.
2. As a minimum the following information will be retained for each document:
  - i. Name
  - ii. Very brief summary of purpose and content
  - iii. The Date the document was created
  - iv. How the Document is being distributed (i.e. electronically, printed etc.)
  - v. Who the intended audience of the document is (i.e. participant, Award Leader, Award Unit etc.)
  - vi. The Creator of the document (if known)
  - vii. Any sharing or circulation restrictions
  - viii. Related documents or document superseding
3. The following criteria will apply to assist with deciding which documents are relevant for the register:
  - i. Any information that refers to the Award (program) and its requirements/conditions regarding doing or delivering The Award that is:
    - a) Public Information:
      - Training: e.g. "how to...."
      - Reference: e.g. "Role of..."
      - General information on the program: e.g. summaries, posters, checklists, brochures
      - Adventurous Journey information
    - b) Organisational Information
      - Policies that have been updated
      - Forms: e.g. a participant checklist
      - Annual reports
  - ii. Any document where the new logo/branding is being used for the first time other than similar documents that have already been submitted to register. E.g. Gold Award programs, account invoices etc.

4. Documents that are only being used internally and are not put out to the general public do not need to be registered. Eg. a template used to create certificates.
5. The NAA will inform State/Territory Award Operating Authorities on at least a quarterly basis the documents added to the Register and will make these available, unless they have a restricted circulation.
6. The NAA will issue a Document Register code (number) that is to be used on the document. This will typically be Source\_Type\_Audience/Distribution\_Year\_Doc Number

eg. *Doc Reg: NAA \_I\_IE\_2015\_76*

| Source | Type                | Audience               | Distribution                      |
|--------|---------------------|------------------------|-----------------------------------|
| NAA    | Policy: P           | Participant: Pt        | Internal - NAA only (I-N)         |
| NSW    | Form: F             | Parent: Pr             | External (E )                     |
| QLD    | Activity Booklet: A | Award Leader: AL       | Internal and External (I-E)       |
| VIC    | Letter: L           | Assessor: A            | External - Ambassadors Only (E-A) |
| SA     | Merchandise: M      | Volunteer: V           | Internal - Divisional (I-D)       |
| TAS    | Promotional: P      | Staff: S               |                                   |
| VIC    | Template: Te        | Sponsors/Supporter: Su |                                   |
| WA     | Directory: D        | Board: B               |                                   |
| ACT    | Information: I      | International: I       |                                   |
|        | Guidelines: G       | All inclusive: All     |                                   |
|        | Report: R           | Award Unit: AU         |                                   |
|        | Training: Tr        | Division: D            |                                   |



## ADMINISTRATION & FINANCE POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>2.11 Board &amp; Directors Expenses</b> |
| Date(s) Revised:                | June 2006, May 2007                        |
| Review Cycle:                   | 3 yearly                                   |
| Authority:                      | National Board                             |
| National Handbook Reference (s) | NA   |
| Related Policies:               |  |

### Introduction

The National Award Authority is committed to providing directors with the option for the reimbursement of directors' out of pocket expenses, particularly the costs of fares and accommodation to attend Board meetings and necessary representation costs.

This policy provides principles and guidelines to equitably reimburse each director for their out of pocket expenses.

The policy recognises the financial contribution made by directors, their nominating State/Territory or their employer.

### Policy

- 1.1 A director may claim the cost of a "lowest available" economy airfare (or equivalent by car or train or Bass Strait ferry) from their closest major airport to the city hosting a Board meeting.
- 1.2 The NAA acknowledges that while there are significant savings in making a non-refundable non-transferable 'economy' flight, this may not always be convenient or cost effective.
- 1.3 A director from interstate or a regional area will either be provided accommodation by the NAA or may claim the cost of a single room accommodation up to \$150 per night up to a maximum of:
  - 1.3.1 One night's accommodation for a one day Board meeting
  - 1.3.2 Two night's accommodation for a two-day Board or planning meeting;
  - 1.3.3 Three night's accommodation for a three-day Board or planning meeting.
- 1.4 A meal allowance to a maximum of \$50 per day may be claimed if meals are not provided
- 1.5 Incidental travel costs, eg taxi fares or parking may be claimed to a maximum of \$50 per day.

# Program Management Policies

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.1 Role &amp; Responsibilities of State/Territory Award Operating Authority and National Award Unit</b> |
| Date(s) Revised:                | March 1979, May 1979, Nov 1987, March 1994, Nov 2012  |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary  |
| Related Policies:               | 1.8 National Award Units<br>4.5 Award Handbook  |

### Introduction

The National Award Authority delivers the Award to young people through a series of sub-licences using what in practice is a social franchise model, adopted by the International Award Foundation.

### 1. Policy

**1.1** The role and responsibilities of an Award Operating Authority are to be documented in:

- 1.1.1 The licence document
- 1.1.2 The Award Handbook
- 1.1.3 The NAA Governance Policy Manual

## PROGRAM MANAGEMENT POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>3.2 Income &amp; Operating Budget</b>           |
| Date(s) Revised:                | Nov 1988, Nov 1993, March 1994, Nov 1995, May 1996 |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board                                     |
| National Handbook Reference (s) | NA   |
| Related Policies:               | 2.9 Friends Budget and Funding Support to the NAA  |

### Introduction

### Policy

- 1.1 The funding of the National Award Office will be independent of the State/Territory Award Operating Authority funding. Divisional Award Committees will not be required to provide any annual contributions toward the operation of the National Award Office
- 1.2 The main sources of income for the National Award Office and its related activities will be:
  - 1.2.1 The Friends of The Duke of Edinburgh's Award in Australia Inc;
  - 1.2.2 Participant Registration fee (smaller proportion);
  - 1.2.3 Publications, promotional materials and badge and certificate sales (handling costs);
  - 1.2.4 Interest earned from the investment of accumulated capital (limited as surplus to be with The Friends);
  - 1.2.5 Financial and in-kind donations and sponsorships (via The Friends).
- 1.3 An annual budget will be prepared in accordance with the decisions and directives of the Board for approval by the National Chairperson. The budget will be presented to the Company for information.
- 1.4 The National Award Office to prepare a balanced or small surplus budget, with the aim of or minimising the need to increase current fees and profit margins on items sold to the Divisional Offices.
- 1.5 The National Award Office will develop and maintain strict procedures regarding action on delinquent accounts. The credit period of all accounts to be 14 days after which a written reminder will be sent. An account is to be considered delinquent if not fully paid when the due date is exceeded by 30 days.
- 1.6 The National Chairman and the Divisional Chairman concerned are to be notified of the details of the delinquent account. The National Chairman's authority is required before either credit collections specialists are engaged or legal action to recover the debt is initiated.
- 1.7 The investment of working/investment capital, provisions and operational funds are restricted to:
  - 1.7.1 Savings, Cash Management or Term Deposits Accounts (Bank, Credit Union or Building Society); or
  - 1.7.2 Government or Statutory Authority Bonds.
- 1.8 Speculative, shares, property and other non-liquid forms of investment are prohibited.

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.3 Location of National Award Authority (NAA)</b> |
| Date(s) Revised:                | April 1996, June 2005                                 |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) |   |
| Related Policies:               |   |

### Policy

- 1.1 The National Award Office will occupy offices separate to a State/Territory Award Operating Authority's Office.
- 1.2 The location of the National Office to be an outcome of the following key criteria:
  - 1.2.1 The location of the National Chairman
  - 1.2.2 The location of the National Director/CEO
  - 1.2.3 The availability of cost effective office accommodation;
  - 1.2.4 The number of Head Offices of major youth bodies/organisations or key partners
- 1.3 Sydney is to continue to be the preferred location.
- 1.4 The location of the National Award Office is not to be a limiting factor in scheduling NAA meetings in other States or Territories.

## PROGRAM MANAGEMENT POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>3.4 Authority to Interpret Conditions</b> |
| Date(s) Revised:                | June 1995, March 1996, April 1996            |
| Review Cycle:                   | 3 yearly                                     |
| Authority:                      | National Board                               |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Policy

- 1.1 The essential structure and basic conditions of the Duke of Edinburgh's International Award cannot be varied without the permission of the National Award Authority.
- 1.2 State/Territory Award Operating Authorities may only make variations to the conditions as stated in the National Handbook that apply to the range of activities and guidelines (interpretative notes) for undertaking various activities.
- 1.3 The National Chief Executive Officer has the authority to:
  - 1.3.1 Respond to State/Territory enquiries to interpret Award Section requirements,
  - 1.3.2 Respond to individual Award Unit (Local, State or National) enquiries for an interpretation, especially if there is a disagreement in interpretation with the Divisional Committee.
- 1.4 An Award Unit has discretion to include or exclude activities for the four sections subject to participants still having some choice of activity, consideration being made for insurance, and the participants and as appropriate their family being made aware that any activity restrictions imposed are made by the Award unit and not the Duke of Edinburgh's International Award – Australia.
- 1.5 When the National Award Office makes an interpretation it will note the details in a Register or within the policy manual and inform the Executive Officers.

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.5 Privacy &amp; Online Information</b> |
| Date(s) Revised:                | Feb 2013, April 2014                        |
| Review Cycle:                   | 2 years                                     |
| Authority:                      | National Board                              |
| National Handbook Reference (s) | 8.3 Privacy                                 |
| Related Policies:               | 1.12 Privacy Policy                         |

### Introduction

The website (Site) is owned and operated by the Duke of Edinburgh's International Award – Australia Inc. ACN 114 267 195 (We, Us) using various service providers. By using the Site you acknowledge that you understand and agree to abide by the following terms and conditions (Terms). We may add features or services to the Site which, unless otherwise stated, will be subject to these Terms. We may update the Terms without notice to you and you should therefore check periodically for updates. If you do not agree to any of the Terms please do not use the Site.

### 1. Site Content and Links

- 1.1 All content available on the Site or through any other websites that are linked to the Site by hypertext links is provided for background, educational and information purposes only. The material has been prepared on this Site with every effort to ensure accuracy however, as the content is for general use, no article is intended to replace detailed advice in respect of individual circumstances, and user are encouraged to contact us for further information before making important decisions.
- 1.2 We are not responsible for and accept no liability for the accuracy, usefulness or availability of any content, or for any actions taken by you on the basis of any content.
- 1.3 We have and retain copyright in all content on the Site and in the selection, arrangement and presentation of this content (including information in the public domain) and the overall design of the Site.
- 1.4 Reproduction is permitted only for the purposes of viewing the Site, or making a single paper hardcopy for non-commercial research.
- 1.5 We are not responsible for the privacy practices of websites linked to this Site. Provision of links does not mean that we:
  - 1.5.1 Sponsor, endorse or approve of the views expressed on linked sites or the products and services available on linked sites
  - 1.5.2 Think or guarantee that the information on linked sites is necessarily accurate, reliable, definitive, complete or up-to-date; or
  - 1.5.3 Make any warranty or representation as to the quality, merchantability or fitness for purposes of any linked content
- 1.6 We reserve the right at our absolute discretion and without notice to remove any links

## 2. Privacy

- 2.1 We are firmly committed to protecting the privacy of any personal information you give us and we aim to maintain a safe and secure system of handling your information. We seek to ensure that your personal information is handled in accordance with the National Privacy Principles in the Privacy Act 1988.
- 2.2 We only collect personal information through the Site that is necessary for us to carry out our functions and activities. We only use your personal information for the reasons we collect it, which is primarily communication with Award Participants, Assessors and Award Leaders and recording Participant's progress, communicating about The Award, or otherwise as permitted by the Privacy Act.
- 2.3 We use both technological and physical methods to protect the information from misuse, loss or unauthorized access, modification or disclosure however, as with any internet transaction, the transmission of data over the internet to the Site is not completely secure. While we take reasonable steps to protect all personal information collected by use through the Site, we do not guarantee the security of any information submitted to us over the internet.
- 2.4 We may disclose your information to other parties including other Participants, Assessors, Award Leaders, Award Units and service providers or otherwise only as permitted by the Privacy Act.
- 2.5 If you would like to access your information, you can do so by contacting us using the details below. You can also update and correct your information
- 2.6 You may visit the Site without providing any personal information however, if personal information requested is not provided, we may not be able to provide services to you effectively or at all.
- 2.7 Online applications for participation in The Award are processed in the following way
  - 2.7.1 Prospective participants register their interest through the online form at [http://intawardorb.com/intranet/home/Log\\_in.asp](http://intawardorb.com/intranet/home/Log_in.asp) by providing their name, age, group, gender, email address, phone number, Award type, State/Territory Award Operating Authority, and details of their proposed Award Unit
  - 2.7.2 If the prospective participant indicates that they are under 18, they are required to elect to provide parental consent by:
    - a) Email, in which case the prospective participant provides their parent's name, email address and phone number. We will send an email to that address with a link for the parent to approve participation; or
    - b) A printed form to be signed by the parent and presented to their Award Leader for approval.
  - 2.7.3 The application is sent by us to the Award Unit proposed, and reviewed by the Award Unit's nominated Award Leader
  - 2.7.4 If the proposed Award Unit accepts the application, the participant is notified by email
  - 2.7.5 If the proposed Award Unit does not accept the application, both the Participant and the State/Territory Award Operating Authority are notified so that the State/Territory Award Operating Authority can assist the Participant in finding an alternative Award Unit.
- 2.8 We do not knowingly collect any information from people under the age of 13 years.

## 3. User Generated Content

- 3.1 In sending any information (including photographs, video, text or personal information) ("User Generated Content") to any website, chat room, wiki, messaging service, bulletin board, blog, share stuff or other online facility operated by us, users must not:
  - 3.1.1 Submit any information which is, or which we might regard as:
    - a) False, misleading or deceptive;
    - b) An invasion of any privacy or publicity rights;



- c) Software (including any virus or other malicious code);
  - d) Advertising or information which in any way seeks to achieve a commercial purpose;
  - e) Not the user's own property, or which infringes anyone's rights, including information which is protected by copyright, trademark or other intellectual property rights;
  - f) Likely to upset, offend, insult or humiliate anyone or which racially or religiously vilifies or incites violence or hatred;
  - g) Unlawful, threatening, abusive, defamatory, obscene, indecent or inappropriate, including information constituting or encouraging conduct that would be a criminal offence, give rise to civil liability or otherwise violate any law.
- 3.1.2 Restrict any other user from using or enjoying the facility;
  - 3.1.3 delete any author attributions, legal notices or proprietary designations or labels on any information; or
  - 3.1.4 download any file posted by any other user which the user knows (or ought to reasonably know) cannot legally be downloaded by them
- 3.2** We may from time to time monitor or review User Generated Content. While we reserve the right and sole discretion to refuse to post, to edit and/or to remove any information (in whole or in part) without cause, we have no obligation whatsoever to do so, nor are we responsible for any User Generated Content.
- 3.3** Users acknowledge and agree that User Generated Content provides a means of public and not private communication.
- 3.4** We reserve the right and sole discretion to terminate any users access to any User Generated Content without cause and to cooperate fully with any law enforcement agency in any jurisdiction in respect of any direction or request including to disclose the identity and any other information in respect of anyone posting any information to our facilities to collect and store information about users that may be used or disclosed for these purposes

#### **4. Contact**

- 4.1** If you have a question or complaint about how we handle personal information or want to access or correct your personal information, you can contact:

National Award Authority  
Suite 3, Level 33 Aurora Place  
88 Phillip Street  
Sydney NSW 2000

Phone: +61 2 8241 1500 (prompt 3)  
Email: [admin@dukeofed.com.au](mailto:admin@dukeofed.com.au)

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.6 Volunteer Qualifications</b>   |
| Date(s) Revised:                | Nov 1987, Dec 1989, Dec 1992, May 1996, Sept 2014   |
| Review Cycle:                   | 3 years   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | 2.2.1 Award Leaders<br>2.2.2 Assessors<br>2.2.3 Supervisors                                     |
| Related Policies:               | 3.10 Volunteer Recognition<br>2.6 Sponsorship & Donations<br>4.1 National Training Requirements |

### Introduction

#### Purpose of the Policy

This policy recognises the essential role of the volunteer, their key role in the delivery of The Award and the need to ensure that they are appropriately qualified

#### Policy

- 1.1 The NAA recognises that the following roles are fully or substantially undertaken by volunteers:
  - i. Award Leaders (and Award Coordinators, if multiple Award Leaders in an Award Unit)
  - ii. Section Assessors
  - iii. Activity/Adventurous Journey Supervisors
  - iv. Instructors/Trainers
  - v. Mentors
  
- 1.2 These roles are defined in the Award Handbook with the exception of a mentor, which is a role growing more prominence to recognise the additional non-technical volunteer input that assists a participant to commence and complete their Award activities.
  - i. A mentor is a person who shows interest and provides encouragement to a single or multiple Participants to keep working towards completing their Award activities.
  - ii. A mentor is appointed by an Award Unit and is required to have the relevant Working With Children clearance.
  - iii. A mentor is required to have a general understanding of what the Duke of Edinburgh's Award is but is not required to have a detailed understanding of the Award. They assist Participants to overcome any attitudinal or physical barriers they have to completing their Award, rather than answer questions relating to The Award which is the role of the Award Leader.
  - iv. A mentor keeps in regular contact with the Participant by phone, text and/or an email. In doing so, they:
    - a. Enquire about the Participant's recent activity and progress
    - b. Offer encouragement and recognise progress
    - c. Assist set milestones and ask about these at a later time
    - d. Possible offer ideas about activity and Assessors<sup>3</sup>

- 1.3 The National Award Authority requests State/Territory Award Operating Authorities adopt standards and qualification requirements as established and published by specialised bodies representing the numerous activities undertaken by the participants.
  - 1.3.1 The National Award Authority will not provide a system for qualifying volunteers as assessors or instructors in specialised activities undertaken by the participants, eg. refer to Policy 4.9, Expeditions.
- 1.4 State/Territory Award Operating Authorities are responsible for issuing any identity cards and certificates of training (in DEA administration and management) completed by Award Leaders and other volunteers.
- 1.5 The National Award Authority, through the National Office, will maintain a series of recognition certificates and plaques to be used by the Company, Friends and State/Territories to present to individuals, organisations and corporations for:
  - 1.5.1 recognition of service
  - 1.5.2 recognition of financial and resource contributions.
- 1.6 Minimum requirements for presenting these certificates and plaques will be published by the Board and monitored by the National Award Office. Refer to, 3.10 Volunteer Recognition and 2.6 Sponsorship & Donations.
- 1.7 The National Award Office will maintain a register of all National Certificates, Medallions and Plaques presented by the Company, Friends and State/Territory Award Operating Authorities.
- 1.8 The Board recognises additional recognition awards that have been established by various State/Territory Award Operating Authorities in addition to, or complementary to, the National Certificates, Medallions and Plaques.

## PROGRAM MANAGEMENT POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>3.7 Strategic Plan</b>                          |
| Date(s) Revised:                | Nov 1993, June 1995, Aug 2010, June 2013, Nov 2013 |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board                                     |
| National Handbook Reference (s) |  |
| Related Policies:               | 4.2 Strategic Management Committee                 |

### Introduction

This policy highlights the importance of the planning process in establishing direction and leadership for the Award Program throughout Australia.

The National Award Authority (NAA) acknowledges that the level of operational autonomy it gives to the State/Territory Award Operating Authorities needs to be supported by a binding long-term National Strategic Plan (providing direction and the broader goals) together with the shorter term National Business Plan (the details and specific actions needed to ensure the ongoing and successful implementation).

The Company's Business Plan to include or incorporate as a minimum:

- 1) Marketing Plan
- 2) Training & Education Plan
- 3) Financial Plan/Budget
- 4) Communications Plan
- 5) Compliance Plan

### Policy

- 1.1 The Board will work with the State/Territory Award Operating Authorities to develop a 3-5 year Strategic Plan.
- 1.2 The plan to include consideration of community needs regarding youth matters, government policy and developments in the wider Not for Profit sector.
- 1.3 The plan to reflect the priorities set by the International Award Foundation (IAF) and to be compliant with NAA's licence requirements with the IAF as well as the NAA's Constitution (Objects).
- 1.4 The Plan will be reviewed at least annually and will be subject to ongoing progress reports at Board meetings.
- 1.5 The NAA's Strategic Plan and supporting Business Plan to be actively implemented by the National Award Office and each State/Territory Award Operating Authority.
- 1.6 The staff, funding and supporter resources are to be allocated in a manner that clearly responds to the achievement of the Strategic and supporting Business Plans.
- 1.7 The State/Territory Award Operating Authorities to be encouraged and where possible assisted by the National Award Office to develop supporting Business Plans.
- 1.8 The focus of the NAA's meeting agenda (reporting and decision making) to readily reflect the goals, objects and key action items contained in the current strategic or business plans.

- 1.9 The National Award Office to provide the National Award Authority with an annual progress report identifying achievements to date and introducing major issues or opportunities that may need to be incorporated into the Strategic or Business Plan.
- 1.10 The Strategic Management Committee (SMC) to be formed by the State/Territory Award Operating Authority Executive Officers and National CEO with the Board to nominate a convener from amongst its directors. The role of the SMC will be to drive the implementation of the Strategic Plan through the ongoing work of the State/Territory Award Operating Authorities and the National Office.

## PROGRAM MANAGEMENT POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>3.8 State/Territory Award Operating Authority and Award Unit Licences</b>   |
| Date(s) Revised:                | May 2006   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 1.1 Role & Authority of National Award Authority<br>1.8 National Award Units<br>3.9 National Licence Monitoring & QA |

### Introduction

The National Award Authority delivers the Award to young people through a series of sub-licences, in what in practice is a social franchise model, adopted by the International Award Foundation.

### Policy

1. The NAA primarily offers a sub-licence to a legal entity that is resourced, has the legal structure, governance framework and commitment to drive and deliver The Award program through a State or Territory.
2. In addition, the NAA may issue a National Award License to an organisation that is operating across two or more State of territories and is doing so at a large scale and a high level of autonomy.

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.9 National Licence Monitoring &amp; QA</b> |
| Date(s) Revised:                | 2010, 2012, Nov 2013                            |
| Review Cycle:                   | Annually  |
| Authority:                      | National Board                                  |
| National Handbook Reference (s) |   |
| Related Policies:               | 4.5 Award Handbook                              |

### Purpose of the Policy

The Duke of Edinburgh's International Award - Australia (The Award) operates under a licensing arrangement with the International Award Foundation (IAF). The National Award Authority (NAA) holds the licence for The Award in Australia. In turn the NAA licences State/Territory Award Operating Authorities and National Award Units to deliver The Award through a wide range of organisations such as schools, clubs, employers who are licenced by State/Territory Award Operating Authorities. These are referred to as Award Units or Open Award Centres.

This policy provides a minimum framework and set of requirements to ensure that State/Territory Award Operating Authorities and their Award Units, and National Award Units are complying with IAF and NAA Licence requirements and are also implementing key National Policies (Governance and program (via the Award Handbook)).

### Policy

- 1.1 The NAA's National Office will implement an annual Licence and Quality Assurance monitoring program.
- 1.2 The monitoring will use a set of criteria and a format approved by the NAA Board and this criteria and format will be made available to State/Territory Award Operating Authorities and their Award Units. (refer to Attachments, Form 1 and Form 2)
- 1.3 The criteria will identify what are the essential or compulsory criteria and what are important or desirable criteria.
- 1.4 The State/Territory Award Operating Authority and National Award Unit monitoring program will be applied at three levels:

|         | TRIGGER   | TIMING                             |
|---------|---|------------------------------------|
| Level 1 | When a new State/Territory CEO/Mgr is appointed or A new Chair of the State/Territory Board/Committee   | Within 2 months of the appointment |
| Level 2 | A State/Territory Award Operating Authority or National Award Unit who has not rated "Fully Achieved" or "Mostly" as appropriate, in all the essential/compulsory criteria and failed to correct this within 3 months | Annually                           |
| Level 3 | A State/Territory Award Operating Authority or National Award Unit who has rated "Fully Achieved" in all essential /compulsory criteria   | Every two years                    |

- 1.5 State/Territory Award Operating Authorities will be required to undertake regular monitoring of their Award Units using this policy.
- 1.6 The cost of the scheduled monitoring (travel and staff/volunteer time) will be met by the NAA.
- 1.7 The cost of additional monitoring visits due to a State/Territory Award Operating Authority or a National Award Unit not meeting essential/compulsory requirements will be by the State/Territory Award Operating Authority or National Award Unit.
- 1.8 The consequences of a State/Territory Award Operating Authority, a National Award Unit or an Award Unit not meeting with License requirements and/or National Policy requirements, will be as follows:

|                                | Essential Criteria With Non Compliance                                       | Action Required   |
|--------------------------------|--|---|
| Corrective Request             | 3 or less  | Can be readily corrected within 3 months and have agreement to do so.   |
| Corrective Warning             | Not compliant with Corrective Request or<br>4 - 5 criteria not compliant     | Prepare a correction plan and submit within 4 weeks showing correction can be achieved within 6 months and relevant reporting periods.  |
| Monthly Reporting              | Not compliant with Corrective Warning or<br>6 - 10 criteria not compliant    | Prepare a correction plan and submit within 4 weeks showing correction can be achieved within 6 months.<br>Report monthly progress to NAA or State/Territory Board.<br>Monthly reporting can only be extended for one additional 6 month period.  |
| Cancellation of Licence Notice | Not compliant with Monthly Reporting or<br>11 or more criteria not compliant | If non-compliant with Monthly Reporting, NAA/State/Territory Award Operating Authority issues a 6-month final notice and NAA or State/Territory Award Operating Authority commences arrangements for alternative licensee.<br>If 11 or more criteria not compliant State/Territory Award Operating Authority or National Award Unit is issued concurrently with requirement to: <ul style="list-style-type: none"> <li>i. Prepare a correction plan and submit within 4 weeks showing correction can be achieved within 6 months.</li> <li>ii. Report monthly progress to NAA or State/Territory Board.</li> <li>iii. State/Territory Award Operating Authority or Award Unit issued with a 6 month* final notice and NAA commences arrangements for alternative licensee.</li> </ul> <p>* 3 months' notice for an Award Unit</p> |
| License cancellation           | Follows cancellation of Licence Notice                                       | Legal notices and proceedings completed by NAA.<br>New licensee identified and made ready to manage the Award.<br>Award Units Notified by NAA   |



## ATTACHMENT A:

### The Duke of Edinburgh's International Award LICENCE & QUALITY ASSURANCE MONITORING CRITERIA

#### FORM 1. STATE/TERRITORY AWARD OPERATING AUTHORITY LICENCE HOLDER AND NATIONAL AWARD UNIT LICENCE HOLDER GOVERNANCE & MANAGEMENT

|   |  |                  |  |
|---|--|------------------|--|
| Licence Holder<br>(State/Territory Award<br>Operating Authority or<br>National Operator): |  |                  |  |
| Officials Interviewed/Met<br>With:  |  |                  |  |
| Reviewed By:  |  | Date             |  |
| Previous Review Date:   |  | Previous Rating: |  |

Refer to the notes for an expansion of each of the criteria (examples of information and documents to be used for evidence gathering) and the table below as a guide to using the rating key.

Note: The review will require meetings:

- 1) with EO/CEO/Manager (approx. 2-3 hours),
- 2) Chair and available Directors (approx. 30 mins)
- 3) Award Units (NAA to consult the State/Territory Award Operating Authority to identify with some level of randomness a minimum 3-5 Award Units (depending on size of State/Territory Award Operating Authority) to be included in the on-site monitoring process)

\* **refers** to criteria that must have a "Fully" or "Mostly" outcome

| Rating         | Definition   |
|----------------|--|
| Fully          | Sighted <b>all</b> required documents and multiple verifiable evidence<br>Requirement being fully met                              |
| Mostly         | Sighted <b>most</b> required documents and verifiable evidence<br>Requirement mostly met or can be/will be met in immediate future |
| Some           | <b>Partial</b> evidence/documentation with supportive verbal information<br>Commencement and/or some progress.                     |
| Not            | <b>No</b> evidence provided<br>Commencement not proven   |
| Not Applicable | Criteria not relevant for this State/Territory Licence Holder  |

|           | Criteria   |       |        |      |     |                   | Review Visit-Onsite<br>Evidence to be sighted to verify<br>status   |
|-----------|--|-------|--------|------|-----|-------------------|---|
|           | * refers to criteria that must have a<br>"Fully" or "Mostly" outcome | Fully | Mostly | Some | Not | Not<br>Applicable |   |
| 1         | <b>Governance &amp; Administration</b>                               |       |        |      |     |                   |   |
| 1.1 *     | Board/Committee is compliant<br>(legislative)                        |       |        |      |     |                   | <b>Constitution</b> , Registration<br><b>Association</b> or Company legislation   |
| 1.2 *     | Board/Committee is active  |       |        |      |     |                   | Via Constitution <ul style="list-style-type: none"> <li>- Min. No. of meetings</li> <li>- Attendance</li> </ul> Via minutes <ul style="list-style-type: none"> <li>- Participation/contribution</li> <li>- Level of reporting &amp; monitoring</li> <li>- Board papers</li> </ul>   |
| 1.3 *     | Have long term strategic plan  |       |        |      |     |                   | Have plan with verifiable goals &<br>performance measures   |
| 1.4 *     | Have an annual business plan & budget                                |       |        |      |     |                   | Have plan linked to Strategic plan and<br>identifies implementation detail and<br>verifiable outcomes   |
| 1.5*      | Board/Committee is effective re: goals                               |       |        |      |     |                   | Evidence that goals (Strategic and<br>annual/business) being progressively<br>achieved and value adding   |
| 1.6 *     | Have an employed EO/Manager  |       |        |      |     |                   | Position filled.<br>Have job description or employment<br>contract.<br>Undertake structured performance<br>management.  |
| 1.7       | Approved staff positions are filled                                  |       |        |      |     |                   | All budgeted and approved positions<br>are filled accordingly   |
| 1.8 *     | Have documented governance policies                                  |       |        |      |     |                   | Set of policies or a governance charter<br>with separate heading covering key<br>controls reflecting contemporary<br>governance practice. Eg. Board<br>Meetings, Risk Management,<br>Reporting, Financial Records, Strategy<br>Formulation, Remuneration, Expenses<br>and Delegations, Key Suppliers,<br>Contracts.<br>Evidence of review cycle in place. |
| 1.9 *     | Have documented operating policies                                   |       |        |      |     |                   | Set of policies to guide and set<br>operations parameters for management<br>of the Award office and its operations.<br>Includes HR policies, WH&S,<br>maintenance, green office,<br>communication.<br>Evidence of review cycle in place.  |
| 1.10<br>* | Financially viable re: income & exp.<br>targets                      |       |        |      |     |                   | Ongoing income sources readily meet<br>fixed annual operating expenses.<br>Not reliant on one off grants and<br>fundraising.  |

|          |  |  |  |  |  |  |   |
|----------|--|--|--|--|--|--|---|
| 1.11     | Financially viable re: ability to achieve and sustain growth in participants and access                                  |  |  |  |  |  | Income and project funds are sufficient to easily support current and proposed growth targets.  |
| 1.12 *   | Maintain reserve/contingency fund (surplus)  |  |  |  |  |  | Surplus/retained profits provide min. 12 months protection against unsuccessful fund raising or disruption to normal income streams   |
| 1.13     | Active reporting and engagement with key stakeholders, including sponsors & donors                                       |  |  |  |  |  | Evidence of a reporting cycle, eg. via a policy or timetable.   |
| 1.14 *   | Full Board reporting   |  |  |  |  |  | Board papers are comprehensive and allow independence status assessment by each director<br>Annual report provided to stakeholders<br>Key stakeholder/partner reporting as per Agreements   |
| 1.15     | Undertake risk management  |  |  |  |  |  | Risk assessment undertaken (i.e. identify and mitigate) and revised annually.<br>Includes a s a minimum: Financial risk, operations risk, key person risk, brand or reputation risk, WHS, document risk compliance risk, political risk |
| 1.16     | All documentation issued to AUs or public have correct legal identification and the NAA document code (where applicable) |  |  |  |  |  |   |
| 1.17     | NAA name and logo used in accordance with NAA policy, including approvals as appropriate                                 |  |  |  |  |  | Name & logo information being sent to AUs.<br>Key documents checked.<br>Merchandise and marketing material checked against IAF-NAA Style Guide Requirements.  |
|          | <b>Sub Total:</b>  |  |  |  |  |  |   |
| <b>2</b> | <b>Award Unit (AUs) Management</b>   |  |  |  |  |  |   |
|          | Have full and up to date AU records for:   |  |  |  |  |  |   |
| 2.1 *    | <ul style="list-style-type: none"> <li>AU Organisations</li> </ul>   |  |  |  |  |  | Register <ul style="list-style-type: none"> <li>- Detailed</li> <li>- Current</li> <li>- Backed Up</li> <li>- Certificate/Letter Issued</li> </ul>  |
| 2.2 *    | <ul style="list-style-type: none"> <li>Key Leaders/Officials/Volunteers</li> </ul>                                       |  |  |  |  |  | Register <ul style="list-style-type: none"> <li>- Detailed</li> <li>- Current</li> <li>- Backed Up</li> <li>- Volunteer Code of Conduct (via Licence)</li> <li>- Working with Children or Police Checks/Blue Cards</li> </ul>           |

|        |  |  |  |  |  |  |  |
|--------|--|--|--|--|--|--|--|
|        | Have full and up to date Registration records:   |  |  |  |  |  |  |
| 2.3 *  | <ul style="list-style-type: none"> <li>Participant/registrations (Record books)</li> </ul>                                   |  |  |  |  |  | Non ORB:<br>Reconciliation of record books sold.<br>Registration forms compiled and filed.<br>Registers (computer based) maintained  |
| 2.4    | <ul style="list-style-type: none"> <li>Participant programs</li> </ul>   |  |  |  |  |  | Non ORB:<br>Records system in place by AUs (hard or soft version).<br>Evidence of the AU updating participant records.<br>Evidence of archiving participant records.           |
| 2.5 *  | <ul style="list-style-type: none"> <li>Awards completed</li> </ul>   |  |  |  |  |  | Register of certificates and badges issued.  |
|        | Volunteer training programs provided in accordance with National Training Policy:  |  |  |  |  |  |  |
| 2.6 *  | <ul style="list-style-type: none"> <li>Initial/briefing information</li> </ul>   |  |  |  |  |  | Briefing packs available and being used.<br>Evidence of Award Unit visits for training and support by State/Territory Award Operating Authority via diary & Board reports.     |
| 2.7 *  | <ul style="list-style-type: none"> <li>Structured Courses</li> </ul>   |  |  |  |  |  | Course programs/outlines available.<br>Annual timetable of training being implemented.<br>Attendance records being retained.   |
| 2.8    | <ul style="list-style-type: none"> <li>Self-directed/On-Line/Remote Learner</li> </ul>                                       |  |  |  |  |  | Online training available<br>Participation/completion records being retained   |
| 2.9    | <ul style="list-style-type: none"> <li>Has complete records of all Award related training completed by volunteers</li> </ul> |  |  |  |  |  | Records system in place (hard or soft version)<br>Evidence of the AU updating training records.<br>Evidence of archiving volunteer tr'g records.                               |
| 2.10 * | Issue to every AU the NAA Policies & NAA Handbook  |  |  |  |  |  | Evidence via Register show 100% of AUs received/ sent (including email to notify them of access via web site)  |
| 2.11   | Have QA/monitoring program for all AUs   |  |  |  |  |  | Program on monitoring, including visitation evident.<br>Strategy for new or underperforming AUs.<br>Monitoring reports and status of activity available for each AU.           |
| 2.12 * | Monitor Award Approval by AUs  |  |  |  |  |  | Sample all new AUs in first 1-2 years<br>Sample AUs at as per NAA policy ie 5% of total AUs<br>Have an effective Whistleblowing or complaints policy for AUs to raise concerns |

|       |   |  |  |  |  |  |  |
|-------|---|--|--|--|--|--|--|
|       |   |  |  |  |  |  | Whistleblowing/complaints policy is promoted and evidence of it being used.  |
| 3.    | Development                                   |  |  |  |  |  |  |
| 3.1 * | Growing (pa) new registrations (participants) |  |  |  |  |  | Trend line of actual and actual vs Div goal.<br>Trend line of actual and actual vs NAA goal. Eg. Participant per AU ratio, Awards completed ratio  |
| 3.2 * | Growing non-school access to DEA              |  |  |  |  |  | Trend line of actual and actual vs Div goal.<br>Trend line of actual & actual vs NAA goal.   |
| 3.3   | Advertising & promotions program in place     |  |  |  |  |  | Program in place<br>Reflects targets groups or market<br>Division level & local level  |
| 3.4 * | Public information is accurate                |  |  |  |  |  | Print, web, forms etc. are all current<br>Meet NAA content requirements<br>Meet NAA document requirements  |
| 3.5 * | Active government relations program           |  |  |  |  |  | Planned activity evident<br>Activity over past 12 months<br>Aligned with strategic & business plans  |
| 3.6   | Active community-NGO relations program        |  |  |  |  |  | Planned activity evident<br>Activity over past 12 months<br>Aligned with strategic & business plans  |
| 3.7   | Active business community program             |  |  |  |  |  | Planned activity evident<br>Activity over past 12 months<br>Aligned with strategic and business plans  |
| 3.8   | Contribute to youth sector initiatives        |  |  |  |  |  | Planned activity evident<br>Activity over past 12 months<br>Aligned with strategic and business plans<br>Contribute to: Committees, Papers, Policy |
| 3.9 * | Partner/sponsor arrangements documented       |  |  |  |  |  | Recognised partners clearly evident: Agreements, MOUs, Contracts   |
|       | Sub Total:                                    |  |  |  |  |  |  |
|       | Previous Sub-Total:                           |  |  |  |  |  |  |
|       | TOTAL:  |  |  |  |  |  |  |

### COMPLIANCE SUMMARY OF COMPULSORY CRITERIA (24 ITEMS/TOTAL 38)

|   | OUTCOME | ACTION REQUIRED (as per policy) |
|---|---------|---------------------------------|
| Fully or Most (compulsory)                        |         |                                 |
| Fully or Most (total criteria)                    |         |                                 |
| Some or Not ie. Compulsory Criteria Not Being Met |         |                                 |
| Some or Not (not compulsory criteria)             |         |                                 |
| Could Not Determine/Not Applicable                |         |                                 |

## ATTACHMENT B

### The Duke of Edinburgh's International Award - Australia LICENCE & QUALITY ASSURANCE MONITORING CRITERIA

#### FORM 2. STATE/TERRITORY AWARD OPERATING AUTHORITY: AWARD UNIT AWARD MANAGEMENT

|  |  |                  |  |
|--|--|------------------|--|
| State/Territory Award Operating Authority: |  | Award Unit:      |  |
| Officials Interviewed/Met With:            |  |                  |  |
| Reviewed By:                               |  | Date             |  |
| Previous Review Date:                      |  | Previous Rating: |  |

Refer to the notes for an expansion of each of the criteria (examples of information and documents to be used for evidence gathering) and the table below as a guide to using the rating key

\* **refers** to criteria that must have a "Fully" or "Mostly" outcome

Note: The review will require meetings:

- 1) Award Leader(s) (approx. 60 mins),
- 2) Director/Principal/Senior Officer (approx. 15 mins)
- 3) Participants x 3-5 (approx. 15 mins)

The NAA is to consult the State/Territory Award Operating Authority to identify with some level of randomness a minimum 5% or 5 Award Units (depending on size of State/Territory Award Operating Authority) to be included in the on-site monitoring process. Most of the AU reviews to be undertaken by the State/Territory Award Operating Authority with the NAA sampling at least 2 Award Units from 2-3 State/Territory Award Operating Authorities or National Award Units per year.

| Rating         | Definition   |
|----------------|--|
| Fully          | Sighted <b>all</b> required documents and multiple verifiable evidence<br>Requirement being fully met                              |
| Mostly         | Sighted <b>most</b> required documents and verifiable evidence<br>Requirement mostly met or can be/will be met in immediate future |
| Some           | <b>Partial</b> evidence/documentation with supportive verbal information<br>Commencement and/or some progress                      |
| Not            | <b>No</b> evidence provided<br>Commencement not proven   |
| Not Applicable | Criteria not relevant for this State/Territory Licence Holder  |

|          | Criteria   |       |        |      |     |                   | Review Visit-Onsite<br>Evidence to be sighted to verify<br>status   |
|----------|--|-------|--------|------|-----|-------------------|---|
|          | * refers to criteria that must have a<br>"Fully" or "Mostly" outcome   | Fully | Mostly | Some | Not | Not<br>Applicable |   |
| <b>1</b> | <b>Award Units</b>   |       |        |      |     |                   |   |
| 1.1 *    | <p>Snr Officer has knowledge of Award and its role in their organisation</p> <p>Have trained Leaders as:</p> |       |        |      |     |                   | <p>Confirm have signed AU licence.<br/>Aware of licence responsibilities<br/>Familiarity of the Award Handbook and via interview:</p> <ul style="list-style-type: none"> <li>- Why operating</li> <li>- How many</li> <li>- Who (target groups, participant profile)</li> </ul> |
| 1.2 *    | <ul style="list-style-type: none"> <li>Award Leader(s)<br/>(Award Coordinator)</li> </ul>                    |       |        |      |     |                   | Min. 2 as a strong preference and to rate as "Fully"  |
| 1.4      | <ul style="list-style-type: none"> <li>Section &amp;/or Award Level Organisers</li> </ul>                    |       |        |      |     |                   | For each section and/or level<br>Specialist Adv Journey Award Leader  |
| 1.5      | <ul style="list-style-type: none"> <li>Specialist Group Leaders</li> </ul>                                   |       |        |      |     |                   | For specialist target groups  |
| 1.6      | Have documented purpose/objective of why the Award is being run.   |       |        |      |     |                   | Via promotional material or annual reports  |
| 1.7      | Maximise access and opportunity  |       |        |      |     |                   | Via Leader capacity, awareness raising promotions, parent communication, positive reputation  |
|          | Have Award information available for:  |       |        |      |     |                   |   |
| 1.8 *    | <ul style="list-style-type: none"> <li>Participants</li> </ul>   |       |        |      |     |                   | Specifically written for them<br>Local and/or via Div-NAA   |
| 1.9 *    | <ul style="list-style-type: none"> <li>Parents</li> </ul>  |       |        |      |     |                   | Specifically written for them<br>Local and/or via Div-NAA   |
| 1.9 *    | <ul style="list-style-type: none"> <li>Volunteers/Assessors</li> </ul>                                       |       |        |      |     |                   | Specifically written for them<br>Local and/or via Div-NAA   |
| 1.10     | Have additional insurance arrangements   |       |        |      |     |                   | For any activities not covered by NAA Ins. AU has PL & Pers. Accident insurance as per NAA licence  |
| 1.11     | Has positive reputation amongst wider org'n  |       |        |      |     |                   | Reflected via participant growth<br>Participant interviews<br>Documentation (Web, Newsletter)   |
| 1.12     | Evidence of org'n support/resources/time   |       |        |      |     |                   | Recognition of Award Leader's work<br>Access to printing, transport<br>Expenses recovery, transport support   |
| 1.13     | Evidence of Award being promoted   |       |        |      |     |                   | Web, notice boards, newsletter, membership/enrolment information  |
| <b>2</b> | <b>Award Leaders/Award Leader</b>  |       |        |      |     |                   |   |
|          | Records kept and backed up:  |       |        |      |     |                   |   |
| 2.1      | <ul style="list-style-type: none"> <li>Participants registered</li> </ul>                                    |       |        |      |     |                   | Register  |

|        |  |  |  |  |  |  |  |
|--------|--|--|--|--|--|--|--|
|        |  |  |  |  |  |  | <ul style="list-style-type: none"> <li>- Detailed</li> <li>- Current</li> <li>- Backed Up</li> </ul>   |
| 2.2*   | <ul style="list-style-type: none"> <li>Vol.s &amp; Assessors approved by AU</li> </ul>                             |  |  |  |  |  | Volunteer Code of Conduct for all Award Leaders, Assessors and Supervisors<br>Register in place: <ul style="list-style-type: none"> <li>- Detailed</li> <li>- Current</li> <li>- Backed Up</li> <li>- Working with Children or Police Checks/Blue Cards</li> </ul> Assessor & Supervisor appointments comply with Award handbook |
|        | Participant Programming  |  |  |  |  |  |  |
| 2.3    | <ul style="list-style-type: none"> <li>Programming on an individual basis</li> </ul>                               |  |  |  |  |  | Evidence of individual participant programming (may be based on small groups)  |
| 2.4 *  | <ul style="list-style-type: none"> <li>Free choice/selection of activity</li> </ul>                                |  |  |  |  |  | Evidence of policy of activity choice: open or within options  |
| 2.5 *  | <ul style="list-style-type: none"> <li>Voluntary selection/involvement</li> </ul>                                  |  |  |  |  |  | Participation is not a compulsory requirement of school/organisation   |
| 2.6    | <ul style="list-style-type: none"> <li>Recorded/documented</li> </ul>  |  |  |  |  |  | Evidence of programming documentation, if not on ORB   |
|        | Leader Training  |  |  |  |  |  |  |
| 2.7 *  | <ul style="list-style-type: none"> <li>Award Leader training completed – Level 1</li> </ul>                        |  |  |  |  |  | Training via State/Territory Operating Authority undertaken as per NAA policy. Including child protection  |
| 2.8    | <ul style="list-style-type: none"> <li>Section Leaders and Assessors briefing and/or training completed</li> </ul> |  |  |  |  |  | In-house or via State/Territory OA Authority. Support material being used, including child protection  |
|        | Assessor & Volunteer management:   |  |  |  |  |  |  |
| 2.9 *  | <ul style="list-style-type: none"> <li>Register of AU approved Assessors</li> </ul>                                |  |  |  |  |  | Register as per 2.2  |
| 2.10 * | <ul style="list-style-type: none"> <li>Working with Children Checks</li> </ul>                                     |  |  |  |  |  | Recorded in Register as per item 2.2, including renewals   |
| 2.11 * | <ul style="list-style-type: none"> <li>Qualified/Competent in Activity</li> </ul>                                  |  |  |  |  |  | Recorded in Register as per item 2.2   |
| 2.12   | <ul style="list-style-type: none"> <li>Infor'n provided and Assessors briefed</li> </ul>                           |  |  |  |  |  | Recorded in Register as per item 2.2   |
| 2.13 * | <ul style="list-style-type: none"> <li>Safety awareness &amp; practice</li> </ul>                                  |  |  |  |  |  | Organisation's standards including child protection briefing, training being used by AU disclosed  |
| 2.14 * | <ul style="list-style-type: none"> <li>Award knowledge - Briefed</li> </ul>  |  |  |  |  |  | Confirmation of verbal or structured briefing recorded in Register   |
| 2.15 * | <ul style="list-style-type: none"> <li>Guidelines, notes issued/used</li> </ul>                                    |  |  |  |  |  | Confirmation recorded in Register  |
| 3.     | <b>Participants/Awardees and Award Approval</b>  |  |  |  |  |  |  |
| 3.1 *  | Correct age range for all participants   |  |  |  |  |  | Ask AL to affirm ORB records are accurate  |



|               |   |          |          |          |             |            |  |
|---------------|---|----------|----------|----------|-------------|------------|--|
| 3.2 *         | Voluntary Award participation (confirmed)               |          |          |          |             |            | Via Interview with participants or file evidence |
| 3.3 *         | Activity choice is given (confirmed)                    |          |          |          |             |            | Via Interview with participants or file evidence |
| 3.4           | Communicat'n with participants undertaken               |          |          |          |             |            | Via Interview with participants or file evidence |
|               | Section Criteria Met (re: all Gold & S, B sample taken) |          |          |          |             |            |  |
| 3.5*          | • Adventurous Journey                                   |          |          |          |             |            | Via participant records                          |
| 3.6*          | • Physical Recreation                                   |          |          |          |             |            | Via participant records                          |
| 3.7*          | • Volunteering/Service                                  |          |          |          |             |            | Via participant records                          |
| 3.8*          | • Skills  |          |          |          |             |            | Via participant records                          |
| 3.9           | Awardees view program as very worthwhile                |          |          |          |             |            | Via Interview with participants                  |
| 3.10          | Badge & certificate presented (to all Awardees)         |          |          |          |             |            | Via participant records                          |
| <b>TOTALS</b> |   |          |          |          |             |            |  |
|               | <b>Statistics</b>                                       |          |          |          |             |            | Confirm what is on ORB                           |
| 3.11          | Registered Participants                                 | <b>B</b> | <b>S</b> | <b>G</b> | <b>Male</b> | <b>Fem</b> |  |
|               |   |          |          |          |             |            |  |
| 3.12          | Awards Completed (last 12 months)                       | <b>B</b> | <b>S</b> | <b>G</b> | <b>Male</b> | <b>Fem</b> |  |
|               |   |          |          |          |             |            |  |
| 3.13          | Potential Participants (14-25 age)                      |          |          |          |             |            |  |
| 3.14          | Total Assessors   | Male     |          | Female   |             |            |  |
| 3.15          | Total Leaders (Asst ALs & Section Ldrs)                 | Male     |          | Female   |             |            |  |

#### COMPLIANCE SUMMARY OF COMPULSORY CRITERIA (22 ITEMS/TOTAL 38)

|  | OUTCOME | ACTION REQUIRED (as per policy) |
|--|---------|---------------------------------|
| Fully or Most (compulsory criteria)                    |         |                                 |
| Fully or Most (total criteria)                         |         |                                 |
| Some or Not ie. Compulsory Criteria (24) Not Being Met |         |                                 |
| Some or Not (not compulsory criteria)                  |         |                                 |
| Could Not Determine/Not Applicable                     |         |                                 |

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.10 Volunteer and Supporters Recognition</b>  |
| Date(s) Revised:                | June 2004, March 2005, Dec 2012, April 2016   |
| Review Cycle:                   | Bi-annual   |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Section 2.2 Volunteers  |
| Related Policies:               | 4.1 National Training Requirements<br>4.14 Volunteer Code of Conduct Form<br>4.15 National Code of Conduct for Award Employees<br>3.14 Institute of the Duke of Edinburgh's International Award (IDEIA) |

### Introduction

This policy addresses the recognition of long-term or significant contributions by Volunteers, staff, supporters and young achievers either at a National level or by their Division (State or Territory).

In June 2004, the NAA approved in principle, a uniform national standard recognising long-term Volunteers encompassing a Bronze plaque (10 years), a Silver plaque (15 years) and a Gold plaque (20 years' service). Further discussion recognised that "time" alone may not necessarily be the sole criteria for recognition and that a National Volunteer Recognition Program needs to include recognition of other forms of support and contribution.

### Purpose of the Policy

Volunteers are essential to the Australian Duke of Edinburgh's International Award. While the Award places a number of requirements and obligations on its Volunteers (training, qualifications, experience etc.) these Volunteers constitute an enormous resource for the Award and add, through their efforts, to its "branding" and social capital in the community.

This policy recognises this essential role and contribution of the Volunteers and passionate, engaged staff and supporters, and the need to ensure in addition to the support they received, that they are also appropriately acknowledged and recognised. This recognition is in addition to the different levels of training completed and the category (status) of Award Leaders (refer to policy 4.1)

### Policy

- 1.1 The National Award Authority, through the National Office, will maintain a series of recognition certificates, plaques and medals to be used by the National Award Authority and Divisions to present to individuals, organisations and corporations for:
  - 1.1.1 Recognition of significant service by volunteers and employees (full time or full time equivalent)
  - 1.1.2 Recognition of young achievers
  - 1.1.3 Recognition of supporter's substantial financial and resource contributions.

**1.2** The main forms of volunteer, staff and supporter recognition for service and contribution are:

|                                    |   |
|------------------------------------|---|
| Recognition Certificate            | Recognise specific contributions                            |
| Recognition Plaque                 | Recognise specific contributions                            |
| Service Certificate                | 5, 10, 15, 20 years and multiple of 10 thereafter           |
| Service Medal                      | 10 years and multiple of 10 thereafter                      |
| Distinguished Service Medals       | Silver and Gold – Eminent service and contributions         |
| Youth Medal & Certificate of Merit | Recognise special achievements within or outside the Award. |

### **1.3 The Recognition and Awards in Detail**

#### **1.3.1 Recognition Certificate**

- i. Can be presented at any time to a person or organisation that in the opinion of the NAA or the State/Territory Award Operating Authority has made an outstanding contribution to the Award Program and where this contribution:
  - a. Is deemed worthy of special recognition; and
  - b. Falls outside the criteria for a service award as provided for in this policy.
- ii. Approved by NAA Board or Division Board.
- iii. Presentation of these framed certificates are co-signed by the Division Chair and arranged by the Division.
- iv. These certificates have been used since the early 1970s and include a facsimile of HRH Prince Philip's signature.

#### **1.3.2 5 years: Certificate of Service**

- i. Approved by the Division Executive Officer
- ii. Arranged by Division Award Office
- iii. Framed and presented by Award Unit or Division Chair/Director/CEO as arranged

#### **1.3.3 10 Years: Long Service Medal (from mid 2016)**

- i. Includes and lapel pin and a certificate (in folder, not framed) signed by the State/Territory Chair and the Chair of the National Award Authority.
- ii. Approved by the Division Executive Officer.
- iii. Arranged by National Award Office.
- iv. Presented at a State/Territory function or as arranged with Award Unit by the Division.
- v. The medal will be a bronze finish and the ribbon having 3 equal vertical strips of bronze, silver and gold.
- vi. A 10 year clasp (to be placed on the ribbon) is to be awarded for each additional 10 years of service. Refer to 1.3.5

#### **1.3.4 15 Years: A Personalised Silver Plaque**

- i. This is signed by the Australian Patron (Governor General) and the Chair of the National Award Authority. The plaque includes a brief citation summarising the nature of the service provided.
- ii. Approved by the Division Executive Officer or for employees by the Board/Committee for a consistently high level of service.
- iii. Arranged by National Award Office.

- iv. Presented at a National or State/Territory function, or as arranged with Award Unit.

#### 1.3.5 **20 Years Service Bar to the Service Medal**

- i. A 20 year service bar is presented, to be placed on the Service Medal ribbon, plus a framed certificate signed by the Australian Patron (Governor General) and the Chair of the National Award Authority.
- ii. Presented at a National or State/Territory function, or as arranged with the Division and Award Unit.
- iii. **Additional service bars** for every 10 years of service, to be placed on the 10 Year Service Medal ribbon, plus a framed certificate.
- iv. Approved by the Division Executive Officer
- v. Arranged by National Award Office
- vi. Presented at a National or State/Territory function, or as arranged with the Division and Award Unit

#### 1.3.6 **Recognition Glass Plaque for Significant Personal or Corporate Contributions**

- i. For special service recognition outside of the above awards, a **personalised glass plaque** signed by the Australian Patron and the Chair of the National Award Authority with a citation.
- ii. This can also be presented to a person, organisation or Board Director, that in the opinion of the NAA or the Division has made an outstanding and materially significant contribution to the Award Program and where this contribution:
  - a. Is deemed worthy of special recognition; and
  - b. Falls outside the criteria for a certificate, medal or plaque.
  - c. Is approved by the NAA Chairman
- iii. The glass plaque has been used to date for recognising milestone contributions or an anniversary for an Award Unit, organisation or an individual.
- iv. Approved by the Division Board and National Board Executive.
- v. Arranged by National Award Office.
- vi. The glass plaque will include a citation summarising the significant contribution.
- vii. Presented at a National or State/Territory function, or as arranged with Award Unit.

#### 1.3.7 **Youth Medal and a Certificate of Merit in Youth Leadership** (from 2017)

- i. In recognition of National Youth Week in April each year, The Duke of Edinburgh's International Award-Australia in conjunction with State Premiers will award Youth Medals and Certificates of Merit to Awardees and other young Australians (under 25) who meet the criteria.
- ii. Criteria:
  - a. Aged 18-25 years at the time of nomination.
  - b. Overcome substantial hardships and/or demonstrated substantial effort to distinguish themselves by working to strengthen their community by promoting volunteering, youth engagement, leadership and citizenship.
  - c. Through their actions and role modelling, nominees have had significant and noteworthy impact on the lives of many others, either locally or elsewhere in the world.
- iii. Medals and certificates will be on an annual quota basis reflecting population distribution. Eg. NSW 10 medals and 20 Certificates and Tasmania 4 Medals and 8 certificates.

- iv. The NAA will be the secretariat for managing the Youth Medal and short listing nominations.
- v. A selection panel of Award and Government representatives will review short listed nominations and select the recipients (medal and merit certificate) from the nominations received.
- vi. Presented by The Premier/Govt in each State & Territory at a reception. Certificates presented by Local Members.
- vii. Youth Medal may also be a State Government Medal (similar to the RFS/SES 10 Year NSW Service Medal - NSW Government).

#### 1.3.8 Distinguished Service Medal –Silver Medal (from mid 2016)

- i. Eligible after a combination of 10 years of **eminent service** and achievement in a volunteer capacity and achievement which may include a substantial financial or in-kind support and for an employee who has consistently extended themselves in a notable manner well beyond the expectations of their remunerated role.
- ii. The National Board may vary the minimum time of giving service but this to be no less than 5 years. Service may include a combination of Award Unit level, Division office, governance appointment, Ambassador/advocate role or service at an international level.
- iii. The number of Silver medals are limited to a maximum of double the eligible number of Gold medals (see below).
- iv. The Distinguished Medal ribbon for Silver and Gold will be a different or distinct ribbon to the Service Medal.
- v. Approved by the National Board, as delegated to the Medal's & Awards Committee
- vi. Arranged by National Award Office.
- vii. Presented at a Vice-Regal event such as at a Gold Award ceremony.
- viii. The medal will be a silver finish and the ribbon having 5 equal vertical strips of the colours of the Award logo.

#### 1.3.9 Distinguished Service Medal – Gold (from mid 2016)

- i. Eligible after 20 years of **eminent and exceptional service and achievement** in volunteer capacity and achievement which may include a substantial financial or in-kind support, and for an employee who has consistently extended and distinguished themselves amongst their peers in a notable manner well beyond the expectations of their remunerated role at a consistently high level.
- ii. The National Board may vary the minimum time of giving service but as a guide, no less than 10 years. Service may include a combination of Award Unit level, Division office, governance appointment, Ambassador/advocate role or service at an international level.
- iii. The number of gold medals are limited to the number of living recipients which total no greater than the number of years that the Award has been operating in Australia, (established in 1959).
- iv. Approved by the National Board, as delegated to the Medal's & Awards Committee
- v. Arranged by National Award Office
- vi. Presented at a Vice-Regal event such as at a Gold Award ceremony.
- vii. The medal will be a Gold finish and the ribbon having 5 equal vertical strips of the colours of the Award logo.

### 1.3.10 Fellow or Associate Fellow - Institute of the Duke of Edinburgh's International Award (IDEIA) (from mid 2016)

- i. Following the establishment of The Institute (in 2016), senior grades of membership can be awarded to long-standing volunteers or employees in recognition of the conspicuous service and especially their contribution to the understanding and the development of the Award. The Institute of The Duke of Edinburgh's International Award (IDEIA) will add another means of recognising the professional competence and contribution of volunteers, employees, partners for their pre-eminent expertise in the Award as contributed through research, application and writings.
- ii. The Institute will award for each grade of membership a: certificate, lapel pin and post nominal (for Institute Fellow or Institute Associate Fellow) eg. FIDEIA
- iii. Nominees must:
  - a. Have demonstrated significant contribution to the growth of the Award, by having shown leadership within a wider geographic area or community beyond their individual organisation's interests; or
  - b. Have demonstrated pre-eminent expertise in the Award program and its governance and management; or
  - c. Have contributed to the wider understanding of the impact of the Award.
- iv. The grades of membership will be Fellow, Associate Fellow, Member and Associate
- v. Fellow grade approved by IAF
- vi. Associate fellow, Member and associate approved by Institute Board

### 1.3.11 Australian and International Honours

Nomination for such high Awards can be made by anyone but the NAA Board requests that it is informed of such nominations being prepared by a Division or a National Award Unit. The National Office is also available to assist in the preparation of such nominations.

## 1.4 Nominations

- 1.4.1 Nominations for a National Volunteer Recognition must be made in writing to the NAA by a Division, outlining and confirming the nominee's service and achievements as a volunteer.
- 1.4.2 Nominations must be received at least three months prior to the proposed presentation to allow for the required signatures.
- 1.4.3 Submissions for signature by the National Patron will be made on a quarterly basis.
- 1.4.4 The NAA has no obligation to accept a nomination for the Awarding of a Glass Plaque or a Meritorious Service Medal or to give detailed reasons for a rejection of a nomination.

**1.5** All recipients of the service medal, youth medal or the distinguished service medal will receive a lapel pin pending availability.

**1.6** The NAA will establish a National register of all recipients of certificates, plaques and medals and this will be maintained jointly by Divisions and the NAA Office.

- 1.7 The cost of the individual items of recognition are to be carried by the Division. The NAA will be responsible for design, preparation and carrying any minimum stock levels. The supply of recognition items to the Division by the NAA will be at cost only without provision for any income.
- 1.8 Replacement awards (certificates, lapel pins, medals, plaques) will be at cost (including handling costs).
- 1.9 10 Year service and higher award recipients will also be included in the **honour roll** on the NAA's Website.

## PROGRAM MANAGEMENT POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>3.11 Drugs, Alcohol &amp; Tobacco</b>   |
| Policy No.:                     | 3.12                                       |
| Date(s) Revised:                | Nov 2001, Nov 2002                         |
| Review Cycle:                   | 3 yearly                                   |
| Authority:                      | National Board                             |
| National Handbook Reference (s) | None                                       |
| Related Policies:               | 3.12 Protection of Children & Young People |

### Introduction

The NAA recognises its duty of care in relation to and is committed to the safety, security and well-being of employees, volunteers and participants involved in The Duke of Edinburgh's International Award - Australia. The National Operations Manual is to be consistent with this policy.

In all cases, relevant Commonwealth and/or State legislation regarding the sale and consumption of alcohol and tobacco, as well as the control of illegal substances, apply and over-ride any aspect of this policy.

This Policy has been prepared taking into account legal advice received by the National Award Authority.

### Purpose of the Policy

This policy aims to minimise risks to employees, volunteer workers and participants engaged in all Award activities including expeditions through providing clear requirements in relation to drugs, alcohol and tobacco and actions to be taken in instances where the requirements are not complied with.

### Policy

#### 1. Illegal Drugs

- 1.1 In accordance with the law, the use of illegal drugs is prohibited for all Award activities.
- 1.2 An employee, volunteer or participant who is found in possession of illegal drugs will/may have their participation terminated. In all cases the Award Unit must be advised and in any case where there is danger to persons or property the State Operating Authority, and where appropriate, the relevant police authorities must be advised.
- 1.3 In the case of minors, the Award Unit volunteer leaders or staff are required to take all available steps to contact the parents or guardian of a minor who is found to be in possession of illegal drugs.
- 1.4 Award Units, volunteer award leaders or staff should not confiscate or take possession of any illegal substances.

#### 2. Alcohol

- 2.1 The consumption of alcohol immediately before and/or during any Award activity is strongly discouraged for all employees, volunteers and participants.
- 2.2 The use of alcohol by any employee, volunteer or participant while involved in any Award activity may lead to that person's participation being terminated.
- 2.3 In cases where there is danger to persons or property the State/Territory Award Operating Authority, and where appropriate, Police are to be advised.

#### 3. Tobacco

- 3.1 Smoking by employees, volunteers and participants is strongly discouraged.
- 3.2 Employees and volunteers must not smoke in the presence of participants under 18 years.
- 3.3 Employees and volunteers must refrain from smoking when asked by a participant or another person.



- 3.4 The use of tobacco by a participant while involved in any Award activity may lead to that person's participation being terminated.
- 3.5 In cases where there is danger to persons or property the State/Territory Award Operating Authority, and where appropriate, Police are to be advised.

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.12 Protection of Children &amp; Young People</b> |
| Date(s) Revised:                | 2002, Sept 2013                                       |
| Review Cycle:                   | Two yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 8; 8.2: Child Protection          |
| Related Policies:               |   |

### Introduction

The Duke of Edinburgh's International Award - Australia is committed to ensuring the protection of Young People from harm or abuse.

The terms of this policy are to be construed subject to any applicable Commonwealth or State statute (Refer to Attachment), delegated legislation or industrial instrument such that if any provision of this policy is inconsistent with any such statute, legislation or instrument, the terms of the statute, legislation or instrument prevail to the extent of any inconsistency.

### Purpose of the Policy

This policy aims to minimise the of harm to and support the well-being of participants who are involved or engaged in the Duke of Edinburgh's International Award - Australia.

This policy applies to:

- 1) the National Award Authority, National Award Units, State/Territory Award Operating Authorities, Award Units;
- 2) employees of National Award Authority, National Award Units, State/Territory Award Operating Authorities, Award Units; and
- 3) all other individuals, who participate in, are involved in or assist in organising the Award Program.

## 1. Definitions

- 1.1 **"Local Authorities"** means local government agency or their nominated agency with a portfolio responsibility of protecting children and young people.
- 1.2 **"National Level Matter"** means where an incident involves a national employee or volunteers or is an incident that extends across more than one State or Territory.
- 1.3 **"Young People"** or **"Young Person"** means a person under 18 years of age.

## 2. State/Territory Obligations

- 2.1 State/Territory Award Operating Authorities must take reasonable steps to ensure Board members, its employees, Award Units and volunteers are:
  - 2.1.1 provided with a copy of and made aware of this policy, either through provision of the National Handbook or at [www.dukeofed.com.au](http://www.dukeofed.com.au) ; and
  - 2.1.2 informed of any child protection obligations relating to the specific activity in which they are involved, including relevant State/Territory and Commonwealth legislative requirements.
- 2.2 The State/Territory Award Operating Authority is to be responsible for providing access to copies of the National Handbook and licence document to State/Territory policies available at website.
- 2.3 State/Territory Award Operating Authorities must ensure that the orientation and training of board members, its employees, Award Units and other volunteers incorporates reference to this policy.

- 2.4** State/Territory Award Operating Authorities and National Award Units are to ensure they have in place effective recording and monitoring systems to confirm that their employees and volunteers meet legislative requirements concerning working with children and child safety screening and that their Award Units are monitored for compliance (refer to NAA Policy 3.9 National Licence Monitoring & QA).

Note: It is not a requirement of the State/Territory Award Operating Authority to sight all that checks have been conducted for all their Award Unit's volunteers. Refer to policy 3.9 National Licence Monitoring & QA, regarding the minimum level of sampling undertaken by a State/Territory Award Operating Authority

### **3. Police and Referee Checks**

- 3.1** The National Award Authority, State/Territory Award Operating Authority or Award Unit (as applicable) must undertake a criminal record check in accordance with their State or Territory legislation (or referee check if legislation does not permit) for all employees or volunteers who will have direct unsupervised contact with young people<sup>4</sup>.
- 3.2** Where an adverse report is received the employee or volunteer is to be informed they cannot work, or continue to work with young people.
- 3.3** The relevant National Award Authority, State/Territory Award Operating Authority or Award Unit is to ensure the privacy and confidentiality of any information obtained through the checking process.

### **4. Insurance**

- 4.1** The National Award Authority will use reasonable endeavours to provide or cause the provision of insurance cover as advised from time to time to all participants who are involved or engaged in the Award Program.

### **5. Reports and Handling of Allegations of Harm or Abuse Involving Young People**

- 5.1** In the event of an allegation of harm or abuse to a young person involving an Award employee or volunteer, the matter is to be immediately reported to the State/Territory Board via the Chair and the National Chair for the National Award Authority's consideration including seeking legal advice as appropriate. The report is to be in writing to include:
- 5.1.1 content of the allegation/s
  - 5.1.2 employee/volunteer's position at the time of the allegation
  - 5.1.3 date on which the alleged incident occurred
  - 5.1.4 nature of incident
- 5.2** The State/Territory Board or the National Award Authority will refer the matter to the relevant authority for investigation and appropriate action. Except in the case of very clear evidence of miscommunication or false accusation all matters are to be reported to the relevant authority for independent investigation.
- 5.3** Where disciplinary action is taken, the National Award Authority must keep complete, accurate records about disciplinary proceedings. Full details of any disciplinary proceedings of this nature must be reported to the relevant authority, for example, in NSW it's the NSW Commission for Children and Young People.
- 5.4** In the event of an allegation of harm or abuse to a young person involving a State/Territory employee or volunteer, the matter is to be reported to the State/Territory Chair for the State/Territory Board's consideration including seeking legal advice as appropriate. The report is to be in writing to include:
- 5.4.1 Content of the allegation/s
  - 5.4.2 Employee/volunteer's position at the time of the allegation
  - 5.4.3 Date on which the alleged incident occurred

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<sup>4</sup> "direct unsupervised contact" is the terminology used by the NSW Commission for Children and Young People. [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

5.4.4 Nature of incident

- 5.5** The State/Territory Award Operating Authority and NAA Board are to be kept informed of all matters whilst at the same time complying with privacy and confidentiality requirements.

## Attachment: Policy

### Working With Children Checks and Police Checks

#### Overview

There is no single national framework setting out the requirements for obtaining Working With Children Checks or Police Checks. Each state and territory has their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. However, under the National Framework for Protecting Australia's Children, a nationally consistent approach is being progressed.

Most states and territories have introduced legislation providing for child-related employment pre-screening, or are working towards such legislation. The legislation identifies broad categories of child-related work where employers, employees and volunteers must fulfill screening requirements. There are important differences across jurisdictions regarding the type of screening programs that are in place, what records are checked, and who is required to undergo screening.

#### Police check and child safety screening programs

There are two types of screening programs operating in Australia. Some states have employer-driven systems (NSW and SA) that make it mandatory for employers in relevant fields to carry out background checks on prospective employees or volunteers. These systems provide "point-in-time" background checks and individuals must undergo screening each time they enter into a child-related position.

The other type of screening program in operation offers certification to engage in child-related work to individuals (Qld, Vic., WA and the NT). These certifications are valid for a period of time (e.g., 3 years in WA) and provide for ongoing monitoring of an individual's suitability for child-related work. This means that if a relevant criminal offence is committed during the validity of the check, or if the individual is subject to relevant work-related disciplinary procedures, the administering authority may inform employers of the offence, and alter or withdraw an individual's entitlement to work with children. Individuals can also carry their certification between positions and do not have to undergo repeated screening while their Working With Children Check is valid.

The following [table](#) outlines the relevant legislation in each state and territory and explains the type of system in place in each.

| State/Territory              | Legal Requirements   |
|------------------------------|--|
| Australian Capital Territory | In the ACT, people who work with children and vulnerable adults must register with a Statutory Screening Unit. Under the Working with Vulnerable People (Background Checking) Bill 2010 it is expected that all employees and volunteers who provide regulated services to children will be checked in the first year of the new law's operation.  |
| New South Wales              | <p>The NSW Commission for Children and Young People is responsible for the <a href="#">Working with Children Check</a>, which helps determine whether people are suitable to work in child related employment.</p> <p>In 2013 a new Working with Children Check started in NSW under the new check:</p> <ul style="list-style-type: none"> <li>workers and volunteers will apply for their own check once every five years</li> <li>employers will verify a child-related worker's or volunteer's clearance number</li> <li>the same Working With Children Check will apply to everyone</li> <li>everyone with a clearance will be continuously monitored for serious sex or violence offences.</li> </ul> |
| Northern Territory           | In the NT it is mandatory for people who have contact or potential contact with children to hold a Working with Children Clearance Notice and an Ochre Card.   |

|                   |   |
|-------------------|---|
|                   | <p>SAFE NT administers the clearance procedure which involves an employment and criminal history check. People who have previously had a Criminal History Check to work with children will still be required to apply for the Working with Children Clearance if they work <a href="#">certain specified areas of employment</a>.</p> <p>For more information on the requirements visit <a href="http://www.workingwithchildren.nt.gov.au">www.workingwithchildren.nt.gov.au</a> or contact SAFE NT on 1800 SAFENT (1800 723 368).</p>  |
| Queensland        | <p>In Queensland people working or volunteering with children need to hold a <a href="#">Blue Card</a>.</p> <p>The Commission for Children and Young People and Child Guardian is responsible for administering and conducting criminal history checks on people who want to work with children to determine whether or not they are eligible to hold a <a href="#">Blue Card</a>.<br/><a href="https://www.bluecard.qld.gov.au/volunteercoordseducationproviders/whoneedsabluecard.html">https://www.bluecard.qld.gov.au/volunteercoordseducationproviders/whoneedsabluecard.html</a></p>  |
| South Australia   | <p>Responsible authorities are required to obtain criminal history screening reports prior to the appointment of new employees or volunteers in prescribed positions or as soon as possible for existing employees, contractors, subcontractors, agents and volunteers in prescribed positions pursuant to section 8B of the Children's Protection Act 1993.</p> <p>Information regarding your obligations under the Act may be obtained from <a href="http://www.families.sa.gov.au/pages/protectingchildren/ConductAnAssessment/?reFlag=1">http://www.families.sa.gov.au/pages/protectingchildren/ConductAnAssessment/?reFlag=1</a> and <a href="http://www.dcsi.sa.gov.au/services/screening">http://www.dcsi.sa.gov.au/services/screening</a> or phone 1300 321 592</p> |
| Tasmania          | <p>WWC is currently being passed in (2016-2017) in Tasmania</p> <p><a href="http://www.justice.tas.gov.au/working_with_children">http://www.justice.tas.gov.au/working_with_children</a></p>  |
| Victoria          | <p>The Victorian Government the <a href="#">Working with Children Check</a>, is compulsory for people who wish to work with or volunteer with children.</p> <p>The check seeks to protect children from harm by requiring people to undertake a criminal history check before they start work in an organisation.</p>   |
| Western Australia | <p>In Western Australia a <a href="#">Working with Children Check</a> is compulsory for people who carry out child-related work in Western Australia.</p> <p>The check aims to protect children by deterring people from working with children when they have criminal records that indicate they may harm children; and by preventing people with such records from gaining positions of trust in paid and voluntary work with children.</p>   |

**Further reference:** <http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/index.html>

## PROGRAM MANAGEMENT POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | 3.13 HR Management & Employment             |
| Date(s) Revised:                | Draft One                                   |
| Review Cycle:                   | Two yearly                                  |
| Authority:                      | National Board                              |
| National Handbook Reference (s) |   |
| Related Policies:               | 3.12 Protection of Children & Young People. |

### Introduction

This policy primarily concerns The Duke of Edinburgh's International Award - Australia as an employer however each Division (State or Territory Award Committee/Board) is strongly encouraged to have in place or to adopt a similar policy.

### Purpose of the Policy

This policy aims to establish a set of policies that direct and guide the Board and management in all matters concerning the employment of staff and regular contractors that provide a service that would otherwise be provided by staff.

### Policy

1. The National Award Office will prepare and maintaining a comprehensive set of Human Resource Management Policies which are subject to Board approval.
2. The policies will cover, as a minimum, the following aspects of HRM:
  - (i) HR Management Overview
  - (ii) HR Planning
  - (iii) Recruitment
  - (iv) Termination of Employment
  - (v) Conditions of Employment
  - (vi) Salary and Remuneration
  - (vii) Employee Benefits and Services
  - (viii) Work Health & Safety
  - (ix) Training and Development
  - (x) Performance Management
3. Pre-employment screening will apply to all staff regarding qualification check, referee checks and working with children check.
4. Upon commencement and during probation, all staff are to receive a detailed induction as per the NAA's Staff Induction checklist. All NAA staff are required to complete the Level 1 Award Leader Training.

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>3.14 Institute of the Duke of Edinburgh's International Award (IDEIA)</b>  |
| Date(s) Revised:                | May 2015  |
| Review Cycle:                   | Bi-annual   |
| Authority:                      | National Board - Draft – Peter Kaye   |
| National Handbook Reference (s) |   |
| Related Policies:               | 2.6 Sponsorship & Donations (Fundraising)<br>3.10 Volunteer Recognition<br>4.14 Volunteer Code of Conduct Form<br>4.15 National Code of Conduct for Award Employees |

### Introductory Notes:

This policy has been presented to the International Award Foundation it has been agreed that Australia undertakes pilots this. The pilot will be funded and resourced by Australia NAA with the IAF being kept informed on a quarterly basis on the progress and outcomes.

The Institute will be formed recognising that its operation and management will likely become international. The Australian NAA also recognises that Institute membership terminology (grades of fellow and associate Fellow) need to be used so as to mitigate confusion with the World Fellows.

The ongoing operation of the Institute is to be self-funded by its membership, its events and any research grants. The Governance will be determined subject to this being taken up by the IAF or driven by Australia.

This initiative also adds another level of recognition for volunteers and employees engaged in the management and delivery of the Award. Unlike the current levels of recognition which are primarily service based or donor based, this would be for a professional level contribution and is in the form of the membership level accorded, ie. Associate, Member, Associate Fellow, Fellow.

The name will also need to be subject to further debate but initial research undertaken strongly positions "Institute" as the better regarded name.

### Purpose of the Policy:

The Award has by design established a very specific and internationally effective non-formal education model that has readily qualified to be the subject of an independent body that is dedicated to better understanding and applying the Award in diverse cultures and youth environments.

Specifically the Institute will be a membership organisation (individual persons) that seek:

- i. To publicly recognise The Duke of Edinburgh's International Award as a learned body;
- ii. To provide a means to professionally recognise its volunteers and employees as learned experts or professionals;
- iii. To promote and promulgate understanding on the impact of The Award (eg. Via reports, articles, forums); and
- iv. To engage and collaborate with universities, Centres and other research bodies to better understand the cause and impact elements of the Award.



### **Preamble - Australia:**

The Duke of Edinburgh's International Award (the Award) has been operating in Australia since 1958 with its national body forming in 1962. It primarily delivered by volunteers supported by paid employees (approximately 25) working in every State and Territory. It was founded in the United Kingdom in 1956 and now is delivered in over 140 countries.

The Award in Australia has a Board at a National level and in most States and Territories (currently exceptions are NSW and South Australia). The key volunteers are the Award Leaders (1200+) with the majority of these having served for 5-10 years and would be considered to have a high level of expertise in the delivery of the Award and in the broader field of youth development. It is anticipated that 100-200 may take an interest as active members or support (passive) members.

The Institute will need to ensure its resources and funding do not compete with the Award. The Institute will be established as a related entity to the Award with a focused purpose as being a means for people within or outside the Award to explore and debate the features of the model and its impact.

### **Preamble – International Award Foundation:**

The Institute is likely to be a small membership organisation of people keen to dialogue from an academic, research and design aspect about the Award and its application. Questions of ongoing pursuit may be;

- What is the real need that we are meeting and what should we be fixing?
- Is our focus on delivering desired social outcomes or perpetuating gainful activity?
- If we fix this need, are we or how are we contributing to solving the underlying problems?
- What connected issues should we be addressing?

Consideration is required regarding the language of the proposed Institute (regarding membership grades) to minimize any clash with the World Fellowship. The "Award Institute" will be the common reference and the grades of Fellow or Associate Fellow would not be the dominant names used. The various committees or chapters of the Institute that may form could also have a different focus or emphasis. Membership would be singular but members will also have the option of attaching themselves to various committees/chapters.

The proposed Institute would work best being an international body rather than a national body. It would be run centrally and based in any country, ie. not necessary in London. Country membership will follow a franchise model structure, linked together at international level if a country does not have a local "committee or chapter" members can apply direct.

### **Policy:**

1. To establish The Institute of The Duke of Edinburgh's International Award (IDEIA) for the sole purpose of recognising the professional competence of its volunteers and employees, in particular those with pre-eminent expertise in The Award.
2. National Award Authority (NAA Australia) to register and manage the Institute via a separate NFP company.
3. The Institute's Constitution is to include details of Governance, Registrar, membership and the encouragement of ongoing educational activity and professional development.

4. The Institute's recognition will be in addition to the series of recognition certificates, plaques and merit medals to be used by the National Award Authority to present to individuals, organisations and corporations for:
  - a. Recognition of service
  - b. Recognition of financial and resource contributions
  - c. Contribution to the understanding and impact
5. Ongoing funding of the Institute's administration will be via membership fees with a staff resource allocation made by the NAA Board for three year terms, each subject to review prior to the end of each three year term.
6. The Institute to recognise membership grading at four levels as provided in the following table.

|   |   |                |
|---|---|----------------|
| <b>Life Fellow</b><br>Awarded by the IAF      | Awarded to long-standing Fellows as recognition of a notable and lasting contribution and distinguished service to both The Award and the field of youth development.   | <b>LFIDEIA</b> |
| <b>Fellow</b><br>Awarded by The IAF           | Awarded to long-standing contributor, volunteer or employee or an Award Alumni, in recognition of the conspicuous service to the Award<br>Nominees must: <ol style="list-style-type: none"> <li>i. Have been a Full Member or an Award Alumni for at least minimum 10 years; or</li> <li>ii. Have held a governance appointment, management role or an Award Leader position for a minimum of five (5) years;</li> </ol> <b>5.6</b> and, <ol style="list-style-type: none"> <li>iii. Have demonstrated significant contribution to the growth of The Award, by having shown leadership within a wider geographic area or community beyond their individual organisation's interests; or</li> <li>iv. Have demonstrated pre-eminent expertise in the Award program and its governance and management; or</li> <li>v. Have contributed to the wider understanding of the impact of the Award</li> </ol> | <b>FIDEIA</b>  |
| <b>Associate Fellow</b><br>Awarded by The NAA | Awarded to long-standing contributor, volunteer or employee or an Award Alumni, in recognition of the conspicuous service to the Award<br>Nominees must: <ol style="list-style-type: none"> <li>i. Have been a Full Member or an Award Alumni for at least minimum 5 years; or</li> <li>ii. Have held a governance appointment, management role or an Award Leader position for a minimum of three (3) years;</li> </ol> <b>5.7</b> and,  | <b>AFIDEIA</b> |

|                                     |  |     |
|-------------------------------------|--|-----|
|                                     | <ul style="list-style-type: none"> <li>iii. Have demonstrated significant contribution to the growth of the Award, by having shown leadership within a wider geographic area or community beyond their individual organisation's interests; or</li> <li>iv. Have demonstrated pre-eminent expertise in the Award program and its governance and management; or</li> <li>v. Have contributed to the wider understanding of the impact of the Award</li> </ul> |     |
| <b>Member</b><br>(3 sub-categories) | <b>Governance Member:</b> Currently hold a governance appointment or management role for a minimum of three (3) years if a volunteer and five (5) years if a paid employee; and,<br>Have excelled in the execution of your role and contributed to the growth and reputation of The Award.   | Nil |
|                                     | <b>Leader Member:</b> Currently an Award Leader position for a minimum of three (3) years if a volunteer and five (5) years if a paid employee; and,<br>Have excelled in the execution of your role and contributed to the growth and reputation of the Award.   | Nil |
|                                     | <b>Awardee Member/Alumni:</b> Hold a Bronze, Silver or Gold Award; and,<br>Have contributed to the growth and reputation of the Award.   | Nil |
| <b>Associate</b>                    | Have actively and substantially supported the Award for a minimum three (3) years in a supplier or supporter relationship.<br>Holds a governance role (national, State/territory or Friends) or is an appointed Award Leader but with less than 3 years' service.  | Nil |

# Program Delivery Policy

## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.1 National Training Requirements</b>                      |
| Date(s) Revised:                | Nov 1983, Nov 1995, March 1996, May 2013, Nov 2014, April 2016 |
| Review Cycle:                   | 2 Yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) | Glossary<br>2.2 Volunteers                                     |
| Related Policies:               | 3.9 National Licence Monitoring & QA                           |

This policy is for all Award Leader training<sup>5</sup> with its primary focus being Award Leaders. The Award Handbook (Australian Edition) is the recognised reference document to be used for training all Award Leaders, be they staff or volunteers.

### Policy

1. The National Board will establish a National Training Panel<sup>6</sup> to ensure:
  - 1.1 That as the licensed National Award Authority (NAA) it meets its obligations to the International Award Foundation and the needs and requirements of each State's and Territories' obligations to common law;
  - 1.2 Training material and resources are secured or developed and shared nationally;
  - 1.3 A National Register of Training is maintained; The training register will record: Training certification number, full name, gender, date/year of birth, work address, telephone, email, AU name, Training Level Achieved, Date Achieved and,
  - 1.4 The continued development of Award Leaders by up skilling as required by changing circumstances or markets.
2. All State and Territories are to provide structured training (be that face to face, on line or a combination) to all their Award Leaders.
3. If detail in addition to this policy is required, a set of training requirements and standards will be established and reviewed by the National Board on the advice from the National Training Panel.
4. The Standards contained in this policy recognise the variation in training requirements and the capacity to deliver training amongst States and Territories and reflect the minimum requirements set by the International Award Foundation.

### Standards

1. All Award Units (AUs) must have at least one Award Leader trained to the standard specified in this policy at all times.

<sup>5</sup> Award Leaders is used within this policy as it is the common term used by the Award internationally in its literature, web and ORB. Award Coordinators refers to the senior Award Leader in larger award Units with two or more Award Leaders.

<sup>6</sup> Refer to its Terms of Reference for further detail such as composition, delegations/authority and role. If a panel is not active a meeting of 5 or more current Executive Officers and the National CEO will be considered the National Training Panel

2. An Award Leader must be trained to the standard specified in this policy as well as meeting any specific additional criteria required by their State or Territory Committee, before fully resuming their responsibilities with their Award Unit.

Note: As a guide, and subject to each State or Territory Committee's local procedures a new Award Unit may be approved by their State/Territory Award Operating Authority to appoint an Acting Award Leader for a maximum period of six months but, unless otherwise approved by the State or Territory Office, all Award approvals during this time must be referred to the State or Territory Office for checking before the Award Unit approves the Award.

3. If a trained Award Leader leaves the Award Unit and there is no other trained Award Leader at the Award Unit, the State or Territory Office must be immediately notified in writing. Refer to 2. Note above.

4. The minimum training requirements for an Award Leader will be:

- 4.1 Completion of Level 1 (prior to undertaking the role of an Award Leader) and Level 2 (within 12 months of being an Award Leader) of the nationally approved training program outlined in 4.2 and 4.3 below by online, correspondence or face to face or a combination of these options, noting that the final mix of delivery of training and the content to be the State or Territory Office's responsibility subject to the meeting the intent of this policy.

- 4.2 **Level 1 Leader Training** (3-4 hours). Minimum content will be aligned to the online Learning Modules in the IAF's Award Community Hub. These are:

- i. Introduction to the Award
- ii. History of the Award
- iii. Philosophy of the Award (Guiding principles)
- iv. Skills Section
- v. Service Section
- vi. Physical Recreation Section
- vii. Adventurous Journey section
- viii. Residential Project
- ix. Mentoring
- x. Running The Award (AU Administration)
- xi. ORB 1 Introduction
- xii. ORB 2 Navigation
- xiii. ORB 3 Participant Registration
- xiv. ORB 4 How to Sign Off Sections & Awards
- xv. The Award in Australia

- 4.3 **Level 2 Leader Training** (3-4 hours). Minimum content to include:

Level 2 training is mainly the interpretive elements of the Award management and delivery. It deals with scenarios and trouble shooting

Level 1 Leader Training or demonstrated competence (recognition of prior learning), for Award Leaders appointed pre July 2014, is a prerequisite.

- i. Structure and Governance: Licenses, policy, handbook: roles & responsibilities

- ii. Online Record Book trouble shooting
- iii. Administration and record keeping (including assessors, volunteers, activity providers)
- iv. Risk Management: Award and your Award unit's requirements
- v. Adventurous Journey management
- vi. Promoting and communicating the Award – using logo, descriptors
- vii. Alumni – Overview
- viii. Linking the Award with school and other organisation's curriculum

Note: The content of Level 1 and Level 2 Training may be incorporated into a single training program including pre-learning reading and activity. The National Board will delegate the National Training Panel with authority to approve such programs as complying with Level 1 and Level 2 requirements.

5. Optional Training for an Award Leader includes:

**5.1 Level 3 Specialist Training** (0.25 to 1.0 day). (Level 1 and Level 2 Leader Training)

- i. ORB Advanced Training
- ii. Working With High Need Youth

**5.2 Level 4 Train The Trainer** (0.5 to 0.75 day). Minimum content to include:(Level 1, 2 and 3 Leader Training)

- i. An assessment of knowledge relevant to each State/Territory to be included in Certified Training activities (i.e. Level 1, 2, 3, 4 courses).

- 6. Level 2 is the minimum standard for all new Award Leaders (from July 2014).
- 7. All Award Leaders are required to attend or complete (on-line) a refresher program every 3 years.
- 8. A register of all trained Award Leaders will be maintained by each State or Territory Office and each National Award Unit that is approved by the National Board to conduct their own training. The Register will be subject to the National License Monitoring and QA Policy and must be sent electronically to the National Office in March each year.
- 9. The training register will allocate a discrete number, as allocated by the National Office, to each trained Award Leader and this number to be displayed on their certification.
- 10. The blank certificates or certificate templates (electronic version) for recognising Award Leader training will be issued by the National Award Office but completed and distributed by the State Office, Territory Office or National Award Unit.
- 11. Assessors are not required to complete a structured training program but must receive a briefing information pack and be approved the participant's Award Leader prior to commencement and be subject to complying to all State/Territory based Child Protection/Police Check legislation.

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.2 Strategic Management Committee</b> |
| Date(s) Revised:                | Nov 2010                                  |
| Review Cycle:                   | 3 yearly                                  |
| Authority:                      | National Board                            |
| National Handbook Reference (s) |   |
| Related Policies:               | 3.7 Strategic Plan                        |

### Policy

- 1.1 The Strategic Management Committee (SMC) was formed to drive the implementation of the National Strategic Plan through the ongoing work of the State/Territory Award Operating Authority and the National Office.
- 1.2 The composition will be the State/Territory Award Operating Authority Executive Officers and National CEO with the NAA Board to nominate a convener/chair from amongst its directors.
- 1.3 The timing of the SMC meetings will be determined by the SMC but will align with the NAA Board meetings, i.e. prior to if preparing a submission or following if seeking to implement a decision of the Board.
- 1.4 The meetings shall be either face to face or tele-conferences.
- 1.5 The NAA will seek to provide a budget to fund one face to face meeting per annum. Travel and related expenses for additional face to face meetings will be funded by each State/Territory Award Operating Authority with the NAA funding the venue costs.
- 1.6 The nominated Board Convener is to report to the NAA Board the deliberations, activity and any recommendations.



## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.3 Accidents &amp; Safety Incidents</b>    |
| Date(s) Revised:                | May 1996                                       |
| Review Cycle:                   | 3 yearly                                       |
| Authority:                      | National Board                                 |
| National Handbook Reference (s) | Glossary<br>Chapter 8; 8.7: Incident Reporting |
| Related Policies:               |  |

### Purpose of the Policy

This policy establishes a requirement that all State/Territory Award Operating Authorities establish and maintain thorough procedures on the notification and response to accidents or safety incidents concerning any participants or officials.

### Policy

- 1.1 Each State/Territory Award Operating Authority is required to advise the National Office of any accident or safety incident concerning participants, volunteers and officials.
  - 1.1.1 The Incident Report form is attached.
- 1.2 In addition, each State/Territory Award Operating Authority is required to establish a complementary policy and supporting procedures regarding accidents and safety incidents covering:
  - 1.2.1 Operator notification/reporting requirements to the State\Territory Award Operating Authority
  - 1.2.2 State/Territory Award Operating Authority record keeping;
  - 1.2.3 Reporting to National Award Office; and
  - 1.2.4 Media management.
- 1.3 The policy is to cover accidents and incidents related to all sections of the Award Program.
- 1.4 As a minimum reporting requirement, the National Award Office (who will in turn inform the National Chairman) is to be notified at the earliest opportunity of all incidents that involve;
  - 1.4.1 Death
  - 1.4.2 Loss of limb;
  - 1.4.3 Serious or critical injury
  - 1.4.4 Major media coverage

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.4 Participant Registration/ORB</b>                                   |
| Date(s) Revised:                | Nov 1985, Nov 1991, Dec 1992, May 1996, Sept 2014                         |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 1; 1.10: Paper Record Books; 1.11: Online Record Book |
| Related Policies:               |   |

### Purpose of the Policy

The registration of new participants and the approval of Awards using the ORB was mandated from the 1<sup>st</sup> of July 2015.

Participant Record Book previously produced and distributed in Australia will only be approved for use by the NAA for exceptional circumstances. The Online Record Book is the official means of registering and recognising participants and their record of completed activity towards a level of The Duke of Edinburgh's International Award - Australia.

### Policy

- 1.1 All Divisional Committees and Award Units must use the Online Record Book that is authorised by the National Award Authority.
- 1.2 The design, layout and content of the paper based Record Book and changes or alterations requires the prior approval of the National CEO
- 1.3 The National Award Office will maintain a very small reserve stock of Record Books.

## PROGRAM DELIVERY POLICY

|                                 |                           |
|---------------------------------|---------------------------|
| Policy Name:                    | <b>4.5 Award Handbook</b> |
| Date(s) Revised:                | March 1996, May 2014      |
| Review Cycle:                   | 3 yearly                  |
| Authority:                      | National Board            |
| National Handbook Reference (s) |                           |
| Related Policies:               |                           |

### Purpose of the Policy

This policy requires that there will only be one Handbook produced and distributed in Australia. The Handbook is the key reference publication regarding the conditions and requirements of The Duke of Edinburgh's Award in Australia and as such should not be subject to frequent changes.

### Policy

- 1.1 A single handbook will be produced and it is to be used by all State Award Committees and Award Units.
- 1.2 The National Award Office will be responsible for producing and revising the Handbook.
- 1.3 The content of the Handbook requires the approval of the National Award Authority.
- 1.4 Non substantive changes or alterations, such as corrections (typos, spelling) or clarifying words may be approved by the National CEO
- 1.5 The National Award Office is to ensure a high standard of journalism and graphic art is used in the Handbook.
- 1.6 Changes to the content or design should initially be addressed to the National Award Office.

## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.6 Award Approval and Presentations</b>                            |
| Date(s) Revised:                | Sept 2014  |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) | Glossary<br>Chapter 1; 1.6 and 1.12: Completing and Achieving an Award |
| Related Policies:               | 4.15 Protocol for Referring to the DEI Award                           |

### Purpose of the Policy

This policy is based on the content of the Award Handbook adding additional practice notes to generate a greater consistency amongst the Divisions.

### Policy

1. Completion of an Award means that;
  - (i) The activities completed are appropriate (meets the aim and the requirements for each section as stated in the Australian Handbook) for each section.
  - (ii) The minimum time requirements in terms are met:
    - a) of spread of months
    - b) minimum days for the Adventurous Journey, and
    - c) the minimum regular hours of effort are met. See 6.4 of the Australian Award Handbook
  - (iii) With the ORB (online record book) the algorithm used to determine completion calculates the regular activity based on either a minimum 1 hour per week, 2 hours per fortnight or 4 hours per month. The algorithm is particularly accurate for participants that complete regular activity without a break. However, Award Leaders recognise that there is a need for some discretion, typically when a participant has demonstrated substantial effort, exceeded the hours, met the spread of the minimum duration but may have had a break eg. Illness, exams, and fell outside the % completed count used by the ORB algorithm. In such a situation the ORB provides the Award Leader with the discretion to make corrections, add missing activity, push the Award approval through or review the spread and allocation of hours. The ORB retains an audit trail and so all entries and changes are recorded for quality assurance monitoring.
  - (iv) The Adventurous Journey was completed in terms of;
    - a) training, practice and final journey,
    - b) it was undertaken in an unfamiliar environment,
    - c) it was appropriately supervised, and
    - d) in a group of 4-7 people working as an interdependent team
  - (v) The minimum and maximum age ranges have been met.

- (vi) There is evidence that the activity was undertaken voluntarily ie, not paid and not compelled by their Award Unit as a condition of attending the Award Unit (eg. School or youth club).
- 2. Bronze and Silver Awards are approved by the Award Unit and are subject to a check by the State/Territory Award Office.
- 3. This check for Bronze and Silver is typically undertaken by a random sample except for new Award Units where all the Awards are typically checked.
- 4. All Gold Awards are recommended by the Award Unit and subject to approval by the State/Territory Award Office.
- 5. ORB participants Awards are checked on line. Participants using paper Record Books may be required to have the Record Book and support material sent (eg. activity logs) to the State/Territory Award Office.
- 6. Award presentations are arranged at the discretion of each Division with the following being what the NAA considers the preferred practice:
  - a) Bronze Award badges are presented soon after completion by the Award Unit.
  - b) Bronze Award certificates are presented by the Award Unit at a special event, preferably by a guest.
  - c) Silver Award badges are presented soon after completion by the Award Unit.
  - d) Silver Award certificates are presented by the Award Unit at a major event, by a guest or dignitary.
  - e) Gold Award badges are presented soon after completion by the Award Unit at a major event, by a guest or dignitary.
  - f) Gold Award certificates are presented by the Governor (as Patron) or if the Governor is unavailable or has restricted the number of events that he/she can attend, a senior dignitary eg. Premier at a special ceremony organised the Division.
- 7. Gold Award Presentation Ceremonies are to include the following features;
  - a) Held at Government House or similar special venue
  - b) Organised as a major occasion with additional special guests, eg. National Chair, Award Ambassadors, Award supporters. Special guests to be introduced by the MC.
  - c) Include entertainment for guests on arrival and following presentation (during post presentation refreshments)
  - d) The certificate to be presented, as a minimum, in a certificate folder (available via the NAA) to prevent marking/damage. Having the certificates framed is an option and left to the discretion of the Division.
  - e) A program (colour printed) to be prepared including all Awardees names, an outline of the Award's requirements and a message from the Chair and Governor.  
It is preferable that each Awardee's activities are listed in the program and only one activity that the Awardee has selected, is used to read out when being announced at the ceremony.
  - f) Photographer to capture each Awardee being presented as well as casual shots and a group photo
  - g) An MC to be used, preferably highly experienced and a person of status/significance. Preference not to use the State/Territory Award Chair.
  - h) Award banners and displays to be discreetly used.
  - i) Alumni brochures to be handed out

- j) The Awardees completed activities to be read by the MC after their name is announced.
  - k) A Guest Speaker to briefly address the ceremony, preference to use a Gold Awardee (Alumni)
  - l) An Awardee to do the vote of thanks and present a small gift (option) to the Governor
  - m) If applicable, the presentation of Volunteer Recognition Medals and plaques to follow the Gold Awardees presentation.
  - n) Alumni Brochures and Ambassador brochures to be available
8. Gold Awards achieved through a National Award Unit (including the national Open Award Centre) will be presented at the appropriate State/Territory Gold Award presentation.
9. Requests for a presentation of an Award in another country, typically sought after is the United Kingdom, must be made through the NAA. The Australian Office will communicate with the relevant NAA. The current requirement for the United Kingdom is for the Awardee to have been resident in the United Kingdom for two years before a request is considered.

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.7 Award Publications</b>   |
| Date(s) Revised:                | April 1996  |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) |   |
| Related Policies:               | 2.10 National Document Register<br>4.1 National Training Requirements<br>4.10 Adventurous Journey Requirements, Guides & Policies |

### Purpose of the Policy

This policy enables all State\Territory Award Committees and National Award Units to write and distribute Award publications.

### Policy

- 1.1 Each State/Territory Award Operating Authority or National Award Unit may write and distribute any publication that promotes, explains or details The Duke of Edinburgh's International Award - Australia as a Program and in terms of its conditions and requirements.
- 1.2 All publications and information distributed by electronic media must fully satisfy all the policies of the NAA with particular attention drawn to:
  - 1.2.1 Policy 1.3, State/Territory Award Operating Authority Committees
  - 1.2.2 Policy 1.4, Variation to Award Conditions and Requirements
  - 1.2.3 Policy 1.6, Use of Name and Logo
  - 1.2.4 Policy 4.5, Award Handbook
- 1.3 The NAA retains the authority to request a State/Territory Award Operating Authority or Award Unit with a non-complying printed, verbal or electronic "publication" to make alterations to publication, stop further distribution or recall a publication.
- 1.4 Publications that include reference to the Award conditions and requirements are to complement the information and intent of the content of the Award Handbook and the Award Record Book.
- 1.5 A copy of all publications, documents, tapes or computer discs containing information that interprets the conditions or requirements of any component of the Award Program is to be sent to the National Award Office who will maintain a central library/depository.
- 1.6 The Award will at no time write or authorise publications that deal with specialist topics or activity related topics other than the Award Framework. For example, the Award will not present itself as a subject matter expert for any form of Adventurous Journey.

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.8 Youth and Awardee Engagement</b> |
| Date(s) Revised:                | June 1995, April 1996, November 2011    |
| Review Cycle:                   | 3 yearly                                |
| Authority:                      | National Board                          |
| National Handbook Reference (s) |   |
| Related Policies:               | 1.8 National Alumni                     |

### Policy

- 1.1 It is the goal of the National Award Authority that Awardees have engagement in committees and official role at all levels of the organisation and management of the Duke of Edinburgh's International Award - Australia.
- 1.2 All State/Territory Award Operating Authorities are to actively promote Awardees to register with the National Alumni and to engage them in the management and as appropriate, the governance of The Award.
- 1.3 Awardees that are used as volunteers are required to undergo the same training and assessment as any other volunteer eg. Award Leader, Assessor and Instructor (Also refer to 4.1 National Training Requirements).
- 1.4 The NAA Board will establish a Youth Advisory committee on an 'at need" basis



## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.9 National &amp; International Forums &amp; Exchanges</b> |
| Date(s) Revised:                | Oct 1988   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

#### Purpose of the Policy

This policy supports the National Award Authority's role in encouraging national and international affiliations, exchanges, alliances and links as a means of promoting the international benefits of the Award program

#### Policy

- 1.1 The National Award Authority does not seek an active role in the arrangement and implementation of national or international activities initiated by the State/Territory Award Operating Authority's or their Award Units, eg Exchanges.
- 1.2 The National Award Authority requires that the National Award Office be notified of all intended national and international activities undertaken by State/Territory Award Operating Authorities or their Award Units. The National Award Office to offer any relevant advice or briefing. Additional support by the National Award Office is dependent on the availability of resources and the national significance and benefit of the proposed activity.
- 1.3 The National Award Office is not to be a funding source for State/Territory Award Operating Authorities or operator initiated national or international activities.
- 1.4 The NAA supports the international practice for formal links to be on an operator-to-operator basis.
- 1.5 The NAA to actively support and contribute to the development activities of the International Award Foundation and the Asia Pacific Region

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.10 Adventurous Journey Requirements, Guides &amp; Policies</b>   |
| Date(s) Revised:                | July 1997, Sept 2014  |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 9: Adventurous Journey Guidelines                 |
| Related Policies:               | 2.10 National Document Register<br>4.1 National Training Requirements |

### Purpose of the Policy

To ensure a consistent and compliant approach to assisting Award Units to meet the requirements of the Adventurous Journey section cognisant of the possible additional risk management required.

### Policy

- 1.1 That all aspects of the training, approval and operation of all Duke of Edinburgh's Awards Adventurous Journeys, and those relevant parts of Adventurous Journeys, are to follow the requirements contained in the Award Handbook: Adventurous Journeys Section.
- 1.2 The Duke of Edinburgh's International Award – Australia, including all its licencees, must not set itself up as a subject matter expert regarding Adventurous Journeys. All staff and volunteers, including Award Leaders are to be highly informed regarding the requirements of the Adventurous Journey section. Assessors however are to be highly informed in the type of journeying and locality of journey that they are assessing.
- 1.3 Any Adventurous Journey information promulgated or distributed by The Award must be sourced from the relevant and publicly recognised specialist body eg. Canoe Federation, Outdoor education Australia, Outdoors Victoria, Yachting Australia, Cycling Australia, Bushwalking Australia
- 1.4 Divisional Committees, with approval of the NAA and following submission to the National Documents Register, may promulgate Supplementary Standards, Curricula, guides and policies for Adventurous Journeys and for Trainers for use in their State or Territory.
- 1.5 Such Supplementary Standards, Curriculum and policies are to take precedence after National Standards, Curricula and Policies and are binding only within that State or Territory and are not to contradict or reduce the effect of the Award Handbook or NAA Policies.
- 1.6 Following submission with the national Documents Register, Award Units Award Units, with approval of the appropriate Division Award Committee may develop and promulgate Supplementary Standards, Curricula and policies for Expeditions and for trainers for use in local operations. Such Supplementary Standards, Curriculum and policies are to take precedence after State Standards, Curricula and Policies and are binding for that Award Unit's activities within that State or Territory and are not to contradict or reduce the effect of the Award Handbook or NAA Policies.

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.11 Commercial &amp; NFP Activity Providers</b> |
| Date(s) Revised:                | Sept 2014   |
| Review Cycle:                   | 3 yearly  |
| Authority:                      | National Board                                      |
| National Handbook Reference (s) | 2.2.1 Award Leaders                                 |
| Related Policies:               | Application Form                                    |

### Purpose of the Policy

To assist Award Units identify reliable sources for activity providers and assessors for their participants. These recognised providers will set a standard of disclosure and information necessary for Award Units and their Award Leaders to readily assess the suitability of the activity provider and their staff/volunteers as assessors.

### Policy

1. A register of "recognised" activity providers will be maintained by the NAA and made available to Award Units via the website
2. The register will highlight that these are recognised providers and as per the Award Unit's licence, the final decision to accept an activity provider or assessor fully rests with the Award Unit, typically via the Award Leader.
3. Activity providers seeking to be included in the Register must provide the following minimum information:
  - 3.1 Organisation/Company name:
  - 3.2 Website:
  - 3.3 Principal Officer or Contact Person:
  - 3.4 Owner or Chair of Board:
  - 3.5 Contact details:
  - 3.6 Type of Organisation (legal entity) and ABN or State of Registration:
  - 3.7 Year formed/established:
  - 3.8 Activities provided:
  - 3.9 Section(s) of the Award Activity Aligns With:
  - 3.10 Location of Activity:
  - 3.11 Typical Cost/Fee (estimated range) Involved:
  - 3.12 Duke of Ed Award Training and Experience by Staff:
  - 3.13 Subject/technical qualification of staff:
  - 3.14 Do all staff working with youth under 18 have Working With Children Checks:
  - 3.15 History of working with Award Units:
  - 3.16 Award Unit Referees (3):
  - 3.17 Insurances currently held:
  - 3.18 Any record of adverse media, fines, non-compliant activity:

4. The NAA Board may at any time remove a supplier from the register due to non-compliance with Award requirements, unsafe practices, matters of unethical activity, reputational damage and/or complaints made and upheld.
5. The NAA will apply an application fee and an annual fee for administering Register and ensuring information is current.
6. Activity providers may use the Award logo "Proudly to Support".



## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.12 Open Award Centre</b>                             |
| Date(s) Revised:                | May 2011  |
| Review Cycle:                   | 2 yearly  |
| Authority:                      | National Board  |
| National Handbook Reference (s) | Glossary<br>Chapter 1:1.9: Open Award Centre              |
| Related Policies:               | 1.8 National Award Centre<br>4.1 National Training Policy |

### Purpose of the Policy

To provide an additional network of Award Units that will enable a substantial increase in access to the Award, particularly for remote area participants, over 18 years of age and for continuing participants that have left their original Award Unit.

### Policy

- 1.1 An Open Award Centre (OAC) is an Award Unit (AU) that operates a broader geographic area, eg city, region, state. This compares to most Award Units which are approved to manage the Award for a specific organisation, eg a school, club, community group.
- 1.2 An OAC must either be licensed with a State/Territory Award Operating Authority or the NAA as the National OAC. The NAA can approve National Award Units and this is dealt with by a separate policy (1.8, National Award Unit)
- 1.3 An OAC, like any other AU may determine any limitation on the participants that it elects to work with, eg only available for young people 18-25 years.
- 1.4 Unless otherwise approved by a State/Territory Award Operating Authority or the NAA for National Operating OAC, an OAC would be a larger AU with at least 100 participants commencing annually.
- 1.5 It is NAA policy that every participant must be registered with an AU eg an OAC, that meets the NAA's current AU licence requirements. The NAA does not recognise participants that may be doing their Award via a State or Territory Award Operating Authority that is not a current AU.
- 1.6 Current NAA licence requirements for Award Units are applicable and include having a trained<sup>7</sup> Award Leader(s) (including all employees), Volunteer Code of Conduct, record keeping, program approval, assessor checks and approval.
- 1.7 OAC's approved by a State/Territory Award Operating Authority are subject to Award Unit registration fees and participant registration fees as would apply to all Award Units.
- 1.8 A larger OAC (over 100 participants) that has a paid Award Leader (part time or full time) may apply to the NAA Board to retain up to 60% of the participant registration fee based on the NAA's RRP. Such approval requires active consultation with the relevant State/Territory Award Operating Authority and preferably an agreed outcome.
- 1.9 An OAC is subject to the Licence Monitoring and Quality Assurance policy requirements of the NAA (policy) and/or its State/Territory Award Operating Authorities.

<sup>7</sup> Refer to National Training Policy 4.1

## PROGRAM DELIVERY POLICY

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>4.13 Volunteer Code of Conduct Form</b>    |
| Date(s) Revised:                | Sept 2012                                     |
| Review Cycle:                   | 3 yearly                                      |
| Authority:                      | National Board                                |
| National Handbook Reference (s) | Glossary<br>Volunteer Code of Conduct: pg. 11 |
| Related Policies:               |   |

### Volunteer Code of Conduct

For the purposes of The Duke of Ed, and therefore this document, a "Volunteer" means anyone over the age of 18 who assists with The Duke of Ed, either in a paid or unpaid capacity. This includes all Award Leaders, Assessors and Supervisors.

In consideration of the Award Unit, .....

[name of School/Organisation/Group]

approving me as a Coordinator/Assessor/Supervisor/Volunteer in relation to The Duke of Edinburgh's International Award (The Duke of Ed), I undertake that I will:

1. Comply with and exercise due care in carrying out my Roles and Responsibilities (as outlined in Section 2.2 of The Duke of Ed Handbook, and at [www.dukeofed.com.au](http://www.dukeofed.com.au)).
2. Comply at all times with the requirements of The Duke of Ed and with all applicable laws relevant to fulfilling my obligations to The Duke of Ed.
3. Meet all applicable Child Protection Legislation requirements in my State/Territory.
4. Undertake training and meet accreditation requirements, as appropriate.
5. Respect the privacy of persons served by The Duke of Ed and hold, in confidence, sensitive, private and personal information collected in relation to The Duke of Ed in accordance with the Privacy Policy of The Duke of Edinburgh's International Award - Australia [ACN 114 269 195] (National Award Authority) and the law (reports of child abuse or neglect will be handled under the relevant State/Territory legislation).
6. Immediately advise the aforementioned Award Unit of any matter of which I am involved that has or could lead to criminal conviction. Advise the Award Unit of any Officer or employee of the Licensed Operator; or any Award Leader/Assessor/Supervisor/Volunteer involved in the management and/or delivery of The Duke of Ed, who I believe has acted in a way which may be detrimental to the good name of The Duke of Ed.
7. Comply with the Key Principles of The Duke of Ed (as outlined in Section 1.5 of The Duke of Ed Handbook).
8. Represent The Duke of Ed with professionalism, dignity and pride, and be responsible for conducting myself with courtesy and appropriate behaviour.
9. Undertake my role in a safe work environment. This includes: taking reasonable care for my own health and safety; ensuring that my conduct does not adversely affect the health and safety of others; compliance with any reasonable instructions relating to health and safety; and cooperation with any reasonable policy or procedure relating to health and safety that applies to me, my colleagues, people I am supervising or who are considered to be in my care.
10. Follow through and complete agreed tasks and commitments.

11. Conduct myself in a respectful manner, exhibit good conduct and be a positive role model.
12. Display respect and courtesy for Participants of The Duke of Ed, other Volunteers, staff, contractors and property.
13. Provide a safe environment by not harming youth or adults in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
14. Work cooperatively as a team member with employees of The Duke of Ed and other Volunteers.
15. Undertake to provide assessment for The Duke of Ed only in areas where I am suitably qualified and/or experienced.
16. Copy and distribute materials the Award Unit gives me only for the purposes of The Duke of Ed and will not otherwise use them without the prior written consent of the National Award Operator.
17. Not use those materials in any way which would bring The Duke of Ed, Award Unit, State/Territory Award Operator or the National Award Authority into disrepute.
18. Immediately stop use of all materials once my involvement with The Duke of Ed ends.
19. Ensure that any improvements or developments or new versions of the materials, including new materials I create based on or incorporating them, belong to the National Award Operator and I assign all rights, including intellectual property rights in them, to the National Award Operator.
20. Ensure that any documents, collateral, website pages or other items that utilise The Duke of Ed logo meet all requirements of the National Style Guide (available from the National Award Authority).
21. Ensure that all new materials utilising The Duke of Ed logo which contain interpretive content\* regarding The Duke of Ed has been approved by the National Award Authority prior to being circulated. A copy of all such materials will be retained by the National Award Authority for reference purposes

**I am aware of my obligations as outlined in this document and that my approval as a Volunteer/Coordinator/Assessor/ Supervisor in relation to The Duke of Ed may be terminated as a result of any breach by me of the undertakings in this document.**

☐ I agree to the above terms

☐ I am over 18 years of age

VOLUNTEER'S NAME

---

ADDRESS

---

---

PHONE

---

EMAIL

---

SIGNATURE

---

DATE        /        /

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\* Interpretive content refers to any information published by The Duke of Ed which has been re-worded

## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.14 National Code of Conduct for Award Employees</b> |
| Date(s) Revised:                | May 2002   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 4.14 Volunteer Code of Conduct Form                      |

### Introduction

The National Code of Conduct applies to employees, including contractor who engage in, are involved in or assist in organising The Duke of Edinburgh's International Award - Australia Award Program (the Award Program).

It is the responsibility of each of The Duke of Edinburgh's International Award - Australia (National Award Authority) and the State Award Authorities respectively to ensure its own employees are provided with a copy of the National Code of Conduct and comply with its terms. Further, it is the responsibility of State Award Committees and Award Units to ensure that all other volunteers who participate in, are involved in or assist in organising the Award Program are provided with a copy of the Volunteer Code of Conduct and comply with its terms.

The National Code of Conduct for Employees establishes a minimum level of acceptable conduct for all Employees who participate in, are involved in or assist in managing, administering and organising/delivering the Award Program and specifies the steps to be followed in the event of non-compliance with the National Code of Conduct.

The National Award Authority recognises that State Award Authorities may issue their own policies regarding employee. However, where a State Award Authority or Award Unit policy regarding employee code of conduct is inconsistent with this National Code of Conduct, this National Code of conduct is to be followed.

### Purpose of the Policy

#### Definitions

- 1.1 **"Complaints and Grievances Disputes Panel"** means an NAA standing sub-committee established to hear complaints and grievances.
- 1.2 **"National Level Matter"** means matters involving the National Award Authority or staff employed directly by the National Award Authority
- 1.3 **"Employees"** means employees of the DEA and State Award Authorities

### Policy

#### Code of Conduct:

The Employees who participate in, are involved in or assist in organising the Award Program must abide by the National Code of Conduct that upholds the principles and values of the Award Program.

2. All Employees will:
  - 2.1 abide by the National Code of Conduct;



- 2.2 treat the public, other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program, with respect and courtesy;
- 2.3 respect the rights and dignity of other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program;
- 2.4 be fair, equitable and honest in all dealings with other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program;
- 2.5 be professional in, and accept responsibility for, their actions;
- 2.6 conduct their professional duties in such a manner as to cause no harm to the reputation and operations of the Award Program;
- 2.7 conduct themselves in public and at activities of the Award Program, in a manner that will not reflect adversely on the Award Program, other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program;
- 2.8 honour all contractual agreements and confidentiality requirements [including but not limited to those outlined under any written contract of employment];
- 2.9 keep confidential, not disclose to any third party or seek to acquire for their own benefit, whether directly or indirectly, any information or material in relation to the Award Program which information or material is confidential and was made available to them in confidence. All Employees must take all action reasonably necessary to maintain the confidentiality of any such confidential information unless that information has otherwise become generally available to the public;
- 2.10 manage all resources effectively, prudently and in a fully accountable manner;
- 2.11 uphold the *International Declaration, The Fundamental and Operational Principles and Code of Practice* as set out in the *International Constitution*; (as accessed via the IAF website) observe all obligations and requirements under relevant State and Commonwealth legislation;
- 2.12 comply with the policies of the National Award Authority (as amended from time to time) including, but not limited to, the following:
  - 2.12.1 the Emergency Response and Crisis Communication Policy;
  - 2.12.2 the Protection of Children and Young People policy;
  - 2.12.3 the Volunteer Protection policy;
  - 2.12.4 the Sponsorship policy;
  - 2.12.5 the Drugs, Alcohol and Tobacco policy;
  - 2.12.6 [insert as appropriate the name of any other relevant policy]; and
  - 2.12.7 the Volunteer Code of Practice;
- 2.13 comply with all policies of the relevant State Award Authority and Award Unit (as applicable). However, where a State Award Authority or Award Unit policy is inconsistent with a policy of the National Award Authority, the National Award Policy is to be followed.
- 2.14 avoid conflicts of interest and disclose potential conflicts of interest regarding personal gain to themselves or related parties
- 2.15 ensure the privacy and protection of personal information in accordance with the DEA's Privacy Policy (as amended from time to time);
- 2.16 not withhold information from the National Award Authority or State Award Authority which is pertinent to the Award Program and to the delivery of the Award Program;
- 2.17 not disseminate false or misleading information regarding the Award Program, the National Award Authority, State Award Authorities or Award Units;
- 2.18 not use the Award Program to further a political or personal interest;
- 2.19 immediately report any breaches of the National Code of Conduct and/or the policies of the National Award Authority including but not limited to the Privacy Policy, the Volunteer Protection Policy or the

Protection of Children and Young People Policy (as amended from time to time) to the National Award Authority or relevant State Award Authority as appropriate;

- 2.20 not misrepresent to their relevant employer their qualifications, expertise or experience as an Employee;
- 2.21 give full acknowledgement to the work of other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program;
- 2.22 inform other Employees and all other individuals, including volunteers, who participate in, are involved in or assist in organising the Award Program of their role or responsibilities as relevant to their work;
- 2.23 not accept work which is considered by the National Award Authority, State Award Authorities to be unethical or would use resources and materials without permission that is known to belong to others;
- 2.24 refrain from any form of harassment or harm towards other Employees and all other individuals, including volunteers and youth, who participate in, are involved in or assist in organising the Award Program; and
- 2.25 commit to providing a quality service in performing his or her duties as an Employee.

### 3. **Grievance and Disciplinary Procedures**

Note: These procedures also apply to Volunteers

- 3.1 An employee, Award Unit Official or a volunteer may make a complaint regarding this code or related aspect of the Duke of Ed's operation.
- 3.2 Any complaints about an individual or a group whose actions are alleged to have not complied with the National Code of Conduct must:
  - 3.2.1 be in writing;
  - 3.2.2 refer to the specific clause of the National Code of Conduct that is alleged to have not been complied with;
  - 3.2.3 describe the nature of the non-compliance; and
  - 3.2.4 accept that all information received is managed with strict confidentiality and in accordance with Privacy legislation.
- 3.3 All such complaints must be addressed to the National Award or the relevant State Award Authority. If the matter is not being initially directed to a State or Territory Award Committee/Board then details are to be provided regarding why the matter should initially be dealt with by the National Award Authority.
- 3.4 If the matter cannot be resolved by the State Award Authority after reasonable efforts by both or either party and within a timely manner (relevant to the severity of the concern) it is to be referred to the National Award Authority.
- 3.5 If the matter(s) cannot be resolved by the National Award Authority, or it is the National Award Authority that is being challenged then it will be referred to a Complaints and Grievance Disputes Panel via the National Award Authority (NAA). This Panel will be 3 members drawn from past National directors and are to be agreed upon by both parties.
- 3.6 If the matter is referred to the Complaints and Grievance Disputes Panel:
  - 3.6.1 the Panel will elect an independent Chair and members of the Complaints and Grievance Disputes Panel to deal with all matters arising from non-compliance with the National Code of Conduct;
  - 3.6.2 the Panel will gather and consider the facts, as appropriate meet with the parties and also if appropriate undertake or arrange mediation;

- 3.6.3 the Complaints and Grievances Disputes Panel may seek legal advice or consult appropriate authorities as required and within the budget approved by the NAA Board, which is an amount that reasonably reflects the nature of the complaint/concern being investigated; and
- 3.6.4 the Complaints and Grievance Disputes Panel must review any disciplinary related matters arising as a result of non-compliance with the National Code of Conduct and make recommendations to the parties involved as appropriate. Unless there is legal or criminal compliance matters in question, the findings and recommendations of the panel may not be binding or enforceable.
- 3.6.5 Following the making of the recommendations in relation to the matters, the Complaints and Grievance Disputes Panel must inform all parties of the outcomes and give reasonable explanation.

## PROGRAM DELIVERY POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>4.15 Protocols for Referring to a Duke of Edinburgh's International Award</b> |
| Date(s) Revised:                | May 2015   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               | 4.6 Award Approval and Presentations   |

The following policy introduces a protocol for referring to a completed an Award or received a special recognition for service and/or support of the Award

Awardees are encourage to promote their Award via various professional sites eg.

- LinkedIn
- CV-Resume
- Web Site Profile

### Policy

The completion of an Award(s) may be stated as:

For a single Award:

#### **The Duke of Edinburgh's International Award – Australia, Bronze Award 1985**

For multiple Awards:

#### **The Duke of Edinburgh's International Award – Australia**

Gold Award 1988  
Silver Award 1986  
Bronze Award 1985

Post nominal do not apply to the Duke of Edinburgh's International Award.

The badge may be worn on the left or right side, except for formal occasions where other Awards or medals are worn and then it is to be worn on the right side, eg on the lapel.

Uniformed organisations such as Guides, cadets will provide direction regarding wearing the Award badge on their uniform.

# Policy Management

## POLICY MANAGEMENT

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>5.1 Policy Preparation &amp; Review</b> |
| Date(s) Revised:                | April 1996                                 |
| Review Cycle:                   | 3 yearly                                   |
| Authority:                      | National Board                             |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

#### Purpose of the Policy

This policy requires the National Award Office to ensure the policies are up to date and advise the NAA on changes or additions as required or requested

#### 1. Policy

- 1.1 The National Award Authority will undertake an ongoing Program of monitoring and reviewing its policies as an integral component of its meeting process.
- 1.2 The Chief Executive Officer is to ensure that each policy is reviewed at intervals no longer than three years.
- 1.3 In addition to the National Award Office, a Divisional Committee or any Award Unit may submit requests for policy changes or new policies in writing.
- 1.4 Policy recommendations made to the National Award Authority are to include a background brief, a draft policy and reference to any implications on the NAA's other policies.
- 1.5 Where the requirement for change has a clear matter of urgency, as determined by the National Chairman and National Secretary, an interim policy may be approved with the support of the National Chairman, National Secretary and one other member of the NAA (other than the State/Territory Award Operating Authority requesting the change or new policy if that applies).

## POLICY MANAGEMENT

|                                 |   |
|---------------------------------|---|
| Policy Name:                    | <b>5.2 Distribution of Policy Manuals</b> |
| Date(s) Revised:                | April 1996, Nov 1997, Nov 2014            |
| Review Cycle:                   | 3 yearly                                  |
| Authority:                      | National Board                            |
| National Handbook Reference (s) |   |
| Related Policies:               |   |

### Purpose of the Policy

1. The policy manual will be available to employees and Division personnel via soft copy through the secured section of the NAA's website.
  - 1.1 The National Chief Executive Officer will ensure that each Policy Manual is numbered and a register is maintained detailing the current recipients.
  - 1.2 The National Award Office will limit the distribution of copies limited to:
    - 1.2.1 Members of the National Award Authority, including the President;
    - 1.2.2 Chief Executive Officer;
    - 1.2.3 National Award Office Honorary Consultants;
    - 1.2.4 Award Office Staff Copy;
    - 1.2.5 Divisional Executive Officer;
    - 1.2.6 President of The Friends of The Duke of Edinburgh's International Award - Australia Inc;
    - 1.2.7 Regional Director; and
    - 1.2.8 Two copies available for short term use by operators or key volunteers
  - 1.3 The Policy Manuals are allocated to a role and are not to be considered as the individual's property. It is the responsibility of the recipient to ensure that the content is maintained up to date as the National Award Office sends out revised policies

# International Policies



## INTERNATIONAL POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>6.1 National &amp; International Affiliations &amp; Links</b> |
| Date(s) Revised:                | Oct 1981, Oct 1988, April 1996                                   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

#### Purpose of the Policy

This policy supports the National Award Authority's role in encouraging national and international affiliations, exchanges, alliances and links as a means of promoting the international benefits of the Award program.

### 1. Policy

- 1.1 The National Award Authority does not seek an active role in the arrangement and implementation of NAA approved national or international activities initiated by the State/Territory Award Operating Authority's or their operators.
- 1.2 The National Award Authority requires that the National Award Office be notified of all intended national and international activities undertaken by State/Territory Award Operating Authorities or their operators. The National Award Office to offer any relevant advice or briefing. Additional support by the National Award Office is dependent on the availability of resources and the national significance and benefit of the proposed activity.
- 1.3 The National Award Office is not to be a funding source for State/Territory Award Operating Authority or operator initiated national or international activities.
- 1.4 The NAA supports the international practice for formal links to be on an operator-to-operator basis.
- 1.5 The NAA to actively support and contribute to the development activities of the International Award Association and the Asia Pacific Region.

## INTERNATIONAL POLICY

|                                 |  |
|---------------------------------|--|
| Policy Name:                    | <b>6.2 British Royal Visit Protocols &amp; Fundraising</b> |
| Date(s) Revised:                | Nov 2005, Nov 2006   |
| Review Cycle:                   | 3 yearly   |
| Authority:                      | National Board   |
| National Handbook Reference (s) |  |
| Related Policies:               |  |

### Introduction

The Duke of Edinburgh's International Award - Australia has an association with HRH The Prince Philip, Duke of Edinburgh and HRH The Prince Edward, Earl of Wessex through the International Award Foundation. Both the Duke and the Earl have expressed a desire to assist each National Award Authority during Royal visits. This is considered a substantial asset for The Duke of Edinburgh's International Award - Australia.

The National Award Authority recognises the importance of high standards of accountability, ethics and probity in seeking, receiving and managing this involvement in The Australian Award Program. Members of the Royal Family have indicated that their presence in a region should also be used as an opportunity to raise both the profile of and funding for the relevant IAF Regional Office.

This policy recognises the substantial amount of work undertaken by the organising authority (NAA, State/Territory Award Operating Authority or Friends) of any Royal function in Australia. This policy also recognises that members of the Royal Family may not visit each Australian State or Territory on a regular or equal basis.

### Purpose of the Policy

This policy provides principles and guidelines to effectively guide and coordinate Award activities in Australia with members of the Royal Family.

### Policy

#### 1. Invitations

- 1.1 Invitations to a member of the Royal Family to participate in any activity in any aspect of The Duke of Edinburgh's International Award - Australia shall be issued by the National Chairman, or in his or her absence, by the National Award Authority.
- 1.2 Such invitations will be coordinated by the IAF's Palace diary.
- 1.3 Where the member of the Royal Family is planning to visit Australia on the invitation of the Federal Government or for some other principal purpose, the respective member of the Royal Family may indicate a desire for an (or several) Award activity to be included in the tour schedule. In these cases, any requests shall also be forwarded through the National Chairman.
- 1.4 Where the invitation to visit Australia is specifically issued by the NAA for an Award event, the NAA may be responsible for meeting the full cost of travel, accommodation, security and ground transport for the member of the invited member(s) of the Royal Family and at least two members of their personal staff.

#### 2. Hosting Body

- 2.1 In all cases the hosting body for any Royal Award function in Australia shall be the National Award Authority.

2.2 The National Chairman is the principal Award representative at all Royal Award functions in Australia

### 3. Organising Body

- 3.1 The NAA may delegate a State/Territory Award Operating Authority and/or The National Friends to arrange and organise a Royal Award function.
- 3.2 The NAA may stipulate the type of function to be organised.

### 4. Guest Lists

- 4.1 The NAA reserves the right to nominate particular guests for each function, however other than the National Chairman, payment must be received by the host State/Territory Award Operating Authority for every NAA nominated guest, unless otherwise arranged.

### 5. Event Planning and Risk Management

- 5.1 Planning for each Royal function must include an event budget, event objectives and a detailed timetable, which shall be submitted to the NAA's Chief Executive Officer prior to invitations being printed or prepared.
- 5.2 The NAA should be advised the extent of any seed funding required in planning a function, together with the break-even figures.
- 5.3 The NAA and its nominated host State/Territory Award Operating Authority will assist members of the Royal Personal Protection State/Territory Award Operating Authority to conduct a detailed security analysis of the function and venue as part of the detailed planning.

### 6. Distribution of Profits

- 6.1 Net profits from each Australian fundraising function involving a member of the Royal Family shall be apportioned as follows:
  - 6.1.1 NAA or Principal Organising Body 60%
  - 6.1.2 National Award Authority 30%
  - 6.1.3 Asia Pacific Regional Office 10%, by agreement as applicable.
- 6.2 The National Board will distribute its 30% net profit to either divisional projects or agreed nation projects. The NAA shall not use profits from Royal events for ongoing operational purposes.

### 7. Event Audit

- 7.1 The Principal Organising Body shall submit an audited financial report of each function to the NAA within ten weeks of the function.