Australian Government

Australian Charities and Not-for-profits Commission

WAYS TO EMBED GOOD GOVERNANCE IN YOUR CHARITY

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March I 2022

Hold meetings to make decisions and keep people informed

Different kinds of meetings:

- informal
- formal

Your charity's rules and any legislation that applies may set out:

- the number of meetings
- when to have meetings
- who needs to attend meetings
- if minutes should be taken, the format of minutes, who can access meeting minutes
- who can vote on certain topics, how voting happens.

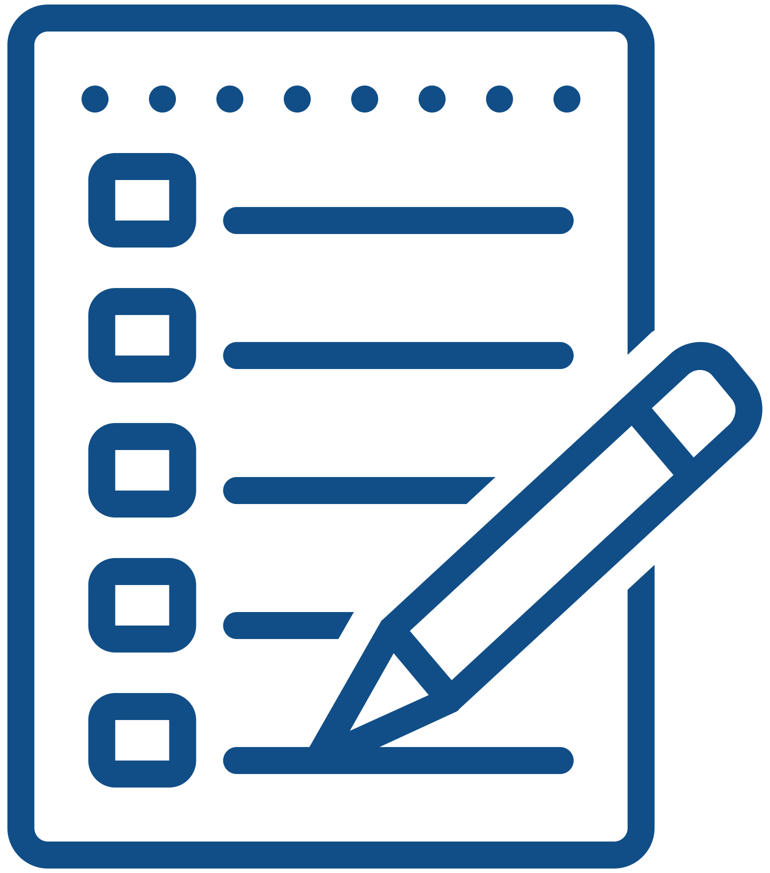
Comprehensive agendas and minutes for board meetings

Agenda to include:

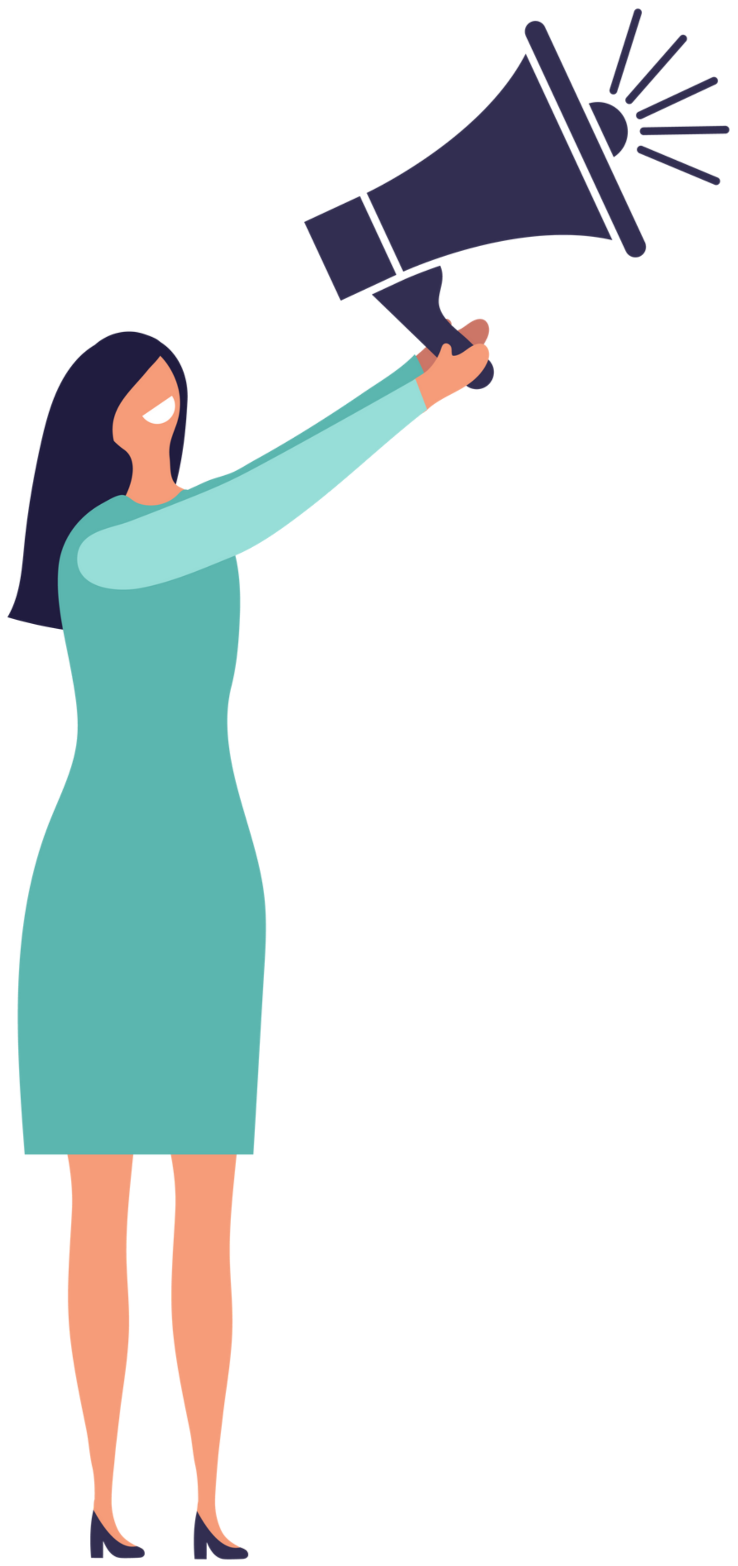
- strategic issues, and
- aspects of daily operation and management.

Minutes should be:

- thorough
- accurate
- approved and
- sent out to participants as soon as practical after the meeting.



Regular communications for staff, volunteers, members, supporters and donors



Everyone with an interest in your charity has a desire to know what is going on.

Target the content and level of detail to the specific audience.

Clear and accessible policies and procedures

Accessible policies and procedures means that the people who do the things covered by the policies and procedures (and their supervisors):

- know the policies and procedures, and
- can refer to the policies and procedures as they go about their day-to-day tasks.

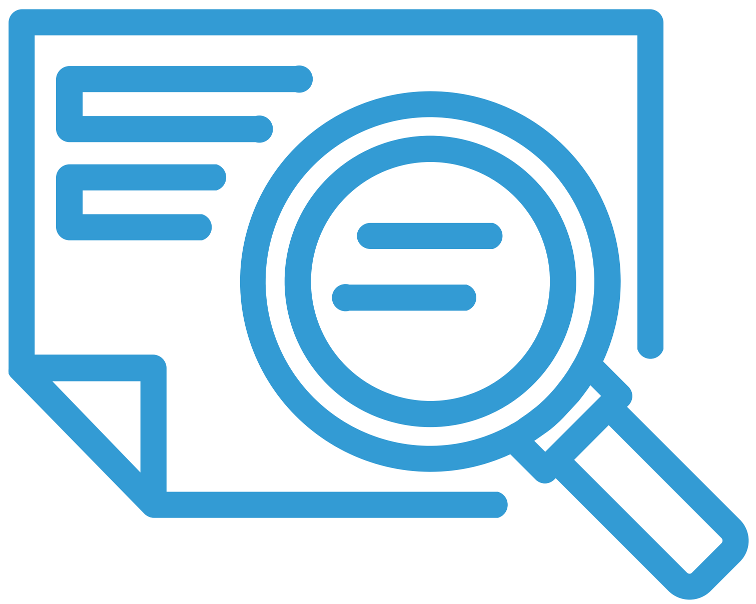
Defined processes for handling complaints and taking feedback

- Having a set, clear and consistent way that your charity can address issues which arise.

- Consider the improvements your charity can make to its operations and internal culture.

Reviews, record-keeping and reporting

Review the things your charity does and take the time to learn lessons.



Build performance reviews into processes. Make reviewing and improving part of the charity's culture.

Record-keeping: Make sure there is a record, that the record is stored somewhere safe – electronically or physically – and people can access it when they need it. Maintain a good record-keeping system so your charity has ready access to the information it needs and the information it may need to produce to others (such as the ACNC).

Reviews, record-keeping and reporting

Reporting: A charity board must know its reporting requirements; what information about the charity needs to be reported and to whom.

Ways to make sure you meet reporting obligations:

- Have a register that lists all the charity's reporting obligations
- Add deadlines and due dates to shared calendars
- Have the obligation as a standing agenda item for all meetings
- Make sure the people responsible for submitting reports are aware of their deadlines
- Mention obligations regularly in communications (for example newsletters, email updates)