



Policies and procedures a charity should have

This is a list of policies and procedures that you can expect to find in a charity.

Before speaking with a charity about becoming a board member, familiarise yourself with these policy and procedure templates. When you speak to the charity, you can go through the checklist and ask if it has these policies and procedures in place. If the charity does not have one of these policies or procedures, you can provide it with a link to the template.

Policies and procedures

Templates available at acnc.gov.au/tools/templates



Managing staff and volunteers

A policy that sets out the way a charity manages its staff and volunteers, including responsibilities and obligations of both the charity and the staff and volunteers.



Privacy

A policy that sets out the way a charity deals with the information it collects about people and how it stores and using this information.



Social media

A policy that sets out the way a charity approaches its use of social media and how it manages interactions on social media.



Conflicts of interest

A policy that sets out the way a charity identifies and manages conflicts of interest among its board, staff and volunteers, including a register for recording conflicts.



Complaints-handling (both internal and external complaints)

A policy that sets out the way a charity will deal with complaints from both outside and within the charity.





Policies and procedures



Fundraising

A policy that sets out the way a charity approaches fundraising, including how it will raise funds and from where it will accept funds.



Working with beneficiaries

A policy that sets out the way a charity approaches its work with its beneficiaries. This is especially important for a charity that works with vulnerable people.



Working with external partners

A policy that sets out the charity's approach to choosing and working with external partner organisations, including the rules for selecting a partner and the conditions for collaboration.

Other resources



Policy bank

(Institute of Community Directors Australia)

An extensive range of free policy templates designed for not-for-profits.

communitydirectors.com.au/tools-resources/policy-bank



Not-for-profit governance principles resources

(Australian Institute of Company Directors)

Free tools and templates to help with not-for-profit governance.

aicd.companydirectors.com.au/resources/not-for-profit-resources/not-for-profit-governance-principles/tools-and-templates

