

PRIVACY POLICY.

Objective: To ensure transparency and objectivity in all activities, projects and structures of the Marist Mission Centre (MMC).

Scope: This policy applies to all Trustees, staff, contractors, partners, agents and volunteers that operate under the auspices of MMC.

MMC is committed to the protecting and respecting the private information of all stakeholders involved in the activities and projects of the organisation. The Commonwealth Privacy Act, 1988, which sets out a number of principles concerning the privacy of individuals, binds MMC. Should there be, in a specific case, any inconsistency between this policy and the Act, this statement shall be interpreted, in respect of that case, to give effect to, and comply with the legislation.

As a supplementary international development agency that raises funds through donations, MMC is committed to protecting the privacy of donors. MMC will only use relevant personal information within the internal processes of the organisations for the purposes of processing donations, providing information or any purpose related to the work of MMC. MMC will not share the personal information of donors to any party without the express or implied permission of the individual, or where sharing is, otherwise required or permitted by law, or where there is necessity on a temporary basis, to enable our contractors to perform specific functions. Permission will be sought on each occasion that information is requested be shared. MMC takes reasonable steps that these external parties are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

MMC stresses the importance of ensuring that the use of images and messages portraying women and men, boys and girls in the communications and publications of MMC respects the dignity, values, history, religion, and culture of the people portrayed. Images and messages of women and men, boys and girls will be presented in a dignified, respectful manner, portraying people as equal partners in the development process. Images and messages will honestly portray the diversity of local people including age, disability and other marginalised groups. Images and messages will honestly convey the context and complexity of the situations in which local people live. Key figures in images will be informed of what the image is being used for and if possible, their permission obtained. Origins of any images will be known and any necessary permissions, including copyright releases, be held. Care will be taken to ensure that the identification or use of images of local people will not endanger the people the images portray.

MMC employs appropriate technical, administrative and physical procedures to protect personal information from unauthorised disclosure, loss, misuse or alteration. MMC limits access to personal information to individuals with a business need consistent with the reason the information was provided. MMC keeps personal information only for as long as it is required for business purposes or by the law.

MMC acknowledges the right of individuals to access their personal information, subject to exceptions allowed by law. From time to time, MMC may use customer information for new, unanticipated uses not previously disclosed in the privacy notice. If information practices change at some time in the future, MMC will use for these new purposes only, data collected from the time of the policy change forward will adhere to the updated practices.

Through the MMC website, MMC may collect non-personal information from individuals such as browser type, operating system, and web pages visited to assist in the management of this website. MMC uses cookies and other internal technologies to collect or store personal information unless individuals have opted in to such a feature.

MMC reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the site.

GRIEVANCE / COMPLAINTS HANDLING POLICY.

Objective: To incorporate feedback and complaints in an effective, collaborative manner into the activities, projects, and structures of the Marist Mission Centre (MMC).

Scope: This policy applies to all Trustees, staff, contractors, partners, agents and volunteers that operate under the auspices of Marist Mission Centre, or are beneficiaries of MMC work in countries where MMC operates. This policy is intended to apply to any complaint, regardless of who makes the complaint.

This policy is made available on the Marist Mission Centre website and in hard copy when requested. All Trustees, staff, contractors, partners, local people, agents and volunteers that operate under the auspices of Marist Mission Centre or are beneficiaries of MMC work are made aware of this policy by the MMC Website, MMC staff or through the local liaison person.

MMC operates in a collaborative manner, and seeks the informed and meaningful feedback internally and externally. At times, this feedback can take the form of a complaint. A complaint is the expression of dissatisfaction about the operations, interactions, practices and programs of MMC, as well as, the professional conduct of parties associated with MMC. A complaint may be submitted verbally, or in writing by any person to whom MMC projects and activities impact and/or affects either directly or indirectly. All forms of feedback, including complaints, are considered respectfully, and valued as meaningful ways to affect positive and continuous improvements to MMC.

Complaints can be made in any reasonable form, either verbally or in writing. Anonymous complaints can be received but their nature limits the ability of MMC to investigate and respond. Feedback and complaints can also be made via the MMC website.

Complaints, once received, will be responded to within five working days of the receipt of such complaints. For complaints that are not resolved within five days, the complaint will be acknowledged by MMC either by telephone or in writing. A time frame of thirty days for the complete resolution of complaints is set, with an obligation to update the complainant after thirty days if the complaint has not been resolved within this timeframe. Complaints will be considered closed once the complainant is satisfied with the resolution, or in the case of an unsatisfying resolution, the Advisory Committee of MMC, as the governing body of the grievance process, is satisfied with the outcome.

Complaints will be handled according to the severity of the complaints and the individual circumstances of the complaint. The response may range from direct verbal contact to a formal written response. All complaints will be presented to the Marist Missions Executive Officer, who decides on the action and response to complaints. For complaints involving the Executive Officer, the Advisory Committee shall direct and co-ordinate the action and response. For complaints involving the Advisory Committee, or if internal grievance procedures have been exhausted, external appeal can be made to the ACFID Code of Conduct Committee; the Human Rights and Equal Opportunity Commission; or a Court or Industrial Tribunal.

In all cases of complaints, confidentiality will be maintained at all times. MMC respects the privacy of the complainant and the nature of the feedback. A confidential grievance register will be kept to record complaint files, which will be reviewed annually by the Advisory Committee.

To make a complaint please contact :

Fr Paul Sullivan , MMC Executive Officer
Ph.02 98442275
Email: admin@maristmissions.com
Address: Locked Bag 5002
GLADESVILLE NSW 1675
AUSTRALIA

GRIEVANCE / COMPLAINTS HANDLING POLICY (continued)

To contact our overseas partners : Marist Asia Foundation (Marist Mission Ranong)
Phone: (66) 077980009
Email: maristasiafoundation@gmail.com
Address: PO BOX 45
Ranong 85000 THAILAND

Balay Pasilungan
Phone: (82) 282 1924
Email: balaypasilungan@yahoo.com
Address: PO BOX 80539
8000 Davao City PHILIPPINES

Marist Solidarity Cambodia
Phone: (855) 12 688 032
Email: info@maristsolidaritycambodia.org
Address: Takhmao City, Kandal Province
Phnom Penh, CAMBODIA

Marist Karen Mission
Phone: 66 (0) 856017691
Email: shwekaren@hotmail.com
Address: 28 Moo 4, Prada Padaeng,
Mae Sot, Tak Province 63110 THAILAND

NON-DEVELOPMENT ACTIVITY POLICY.

Objective: To ensure that Marist Mission Centre (MMC) accurately represents its activities to the people MMC works with, its donors and the public and to ensure funds raised for aid and development activities are not used for non-development activities. These funds are allocated to a special fund called, Australian Marist Centre for Overseas Aid. (MMC-AMOCA)

Scope: This policy applies to all MMC-AMOCA activities and all Trustees, staff, contractors, partners, local people, agents and volunteers that operate under the auspices of MMC-AMOCA.

MMC-AMOCA is a faith based agency where development is understood as a process of transformation that leads to improvement in the whole of human life – materially, socially and spiritually. As part of its compliance with the ACFID Code of Conduct, MMC has committed to ensure that funds, and other resources designated for the purpose of development, will be used only for those purposes and will not be used for non-development activity

This policy is a guide for MMC-AMOCA and its partners in making clear separations between development and non-development objectives and activities.

In order to make this separation, MMC-AMOCA defines development activities by the following principles:

1. Local capacity building approach, which encourages people and communities to create development solutions for themselves.
2. Processes that seek to address the causes of poverty.
3. Processes that seek to empower rights holders to claim their rights and ensure that duty bearers exercise their duties.
4. Supporting systems and structures, which enable people to move out of poverty.
5. Emergency relief, disaster recovery and meeting the immediate needs of refugees and internally displaced people.

MMC-AMOCA does not provide support for non-development activity and defines non-development activity as including the following:

1. Objectives relating to the promotion of religious adherence.
2. Objectives relating to partisan political goals, which are those associated with facilitating or supporting specific political individuals to gain power.
3. All forms of terrorism and terrorist activities.

MMC-AMOCA works with all partners to ensure adherence to this policy. MMC-AMOCA partner agreements include explicit reference to the separation of non-development activities, including clear definitions in order to ensure that this policy extends to partners and implementing organisations.

MMC-AMCOA only provides supplementary development support and funding to an in-country partner to achieve certain goals to community projects and education that work to protect human rights and to provide dignity to the poor, disabled and under privileged. This support is available to all beliefs but is not supportive of, or available to political organisations, candidates or parties. All fundraising materials and reports make this clear.

RISK MANAGEMENT POLICY.

MMC – AMCOA requires all project recipients to sign a Memorandum of Understanding (MOU) governing the operational grant and to:-

1. Ensure that the activities in their project are carried out in full respect of the principles and norms laid down in the UN International Bill of Human Rights and Protection of Children. A signed AMCOA child protection policy is required.
2. Ensure the relevant national laws and regulations of the host country are observed by the project.
3. Ensure that the necessary professional and administrative capacity for proper oversight of program operations are in place for the adequate administration of the MMC-AMCOA funds granted to the recipient, who then guarantees to provide oversight.
4. Guarantee to keep MMC-AMCOA informed of the program progress through photos / communications and to provide a mid-year and annual report.
5. Ensure discrimination on the grounds of race, gender, disability, creed , or political affiliation does not take place.
6. Ensure they retain full responsibility for all aspects of their program management, regulatory requirements and permits, and purchase of equipment to ensure that all MMC-AMCOA funds are used exclusively for the funded project.
7. Ensure that contracts entered into with local partners include clauses of annulment or discontinuation in cases of corruption or fraud in relation to the project operation.
8. Ensure those stakeholders in the project are involved in the planning and implementation of project/programs where possible, and where appropriate, to encourage local identity, ownership and sustainability.
9. Ensure that the MMC-AMCOA grant be used exclusively for the mentioned project unless changes are sought and approved by MMC-AMCOA.

DONATION POLICY.

All donations made to the Australian Marist Centre for Overseas Aid Fund – AMCOA to designated supported overseas projects for amounts of \$2 or more, are tax deductible. Information provided to MMC will be used to process your donation as the law permits or for other purposes explained in our policies.

Marist Mission Centre does not provide refunds for donations. We do not rent, sell or exchange any information we hold.

Operating/fund-raising costs are shared with MMC-AMCOA, the MFIM fund and the Australian Marist Fathers Provincial administration office.

If you have any questions about the Marist Mission Centre - AMCOA fund, please use the CONTACT US button.