



PROGRAMS, POLICIES AND PROCEDURES

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1.0: MISSION

People: Bilbila strives to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

Safety and equity: Bilbila is committed to providing an environment which is safe, equitable and which promotes confident and productive services and support to the community environment.

Integrity and ethics: We conduct ourselves in accordance with shared values and agreed standards of behaviour, holding ethical conduct and integrity as our highest priority.

Commitment to quality: We aspire to deliver consistent, high-quality services and apply systems and processes which support excellence. We respect our community members and strive to provide exceptional services and support to the community.

Community engagement: Bilbila recognises the value of community engagement in planning and program delivery. We endeavour to deliver services and support to communities which are founded on community needs and expectations. We support and work in partnership with local and regional agencies to cater to regionally specific needs.

Social and economic development: The objectives of the corporation are to assist Aboriginal and Torres Strait Islander people, through the process of supporting social and economic development.

2.0: OPERATIONS OF BILBILA

Bilbila Peoples Corporation is run by Aboriginal and Torres Strait Islander peoples and provides services for Aboriginal and Torres Strait Islander peoples including:

- Health assistance programs.
- Cultural education programs.
- Youth programs.

Bilbila started from a grassroots group of locals in inner Sydney who wanted to see their children thrive at school. Over time Bilbila has expanded through connections to other organisations doing similar work.

Bilbila's administrative hub is in Sydney NSW. Bilbila collaborates with a large range of other local, State/Territory, national and international organisations. These include (but are not limited to) community organisations, government agencies, Not-for-Profit as well as health and community services to provide services and programs that support and empower Aboriginal and Torres Strait Islander people across the country, be they concentrated in regional areas or amongst urban areas.

2.1: Current Programs and Services:

South Australia - Ear and hearing health project with NACCHO – eight (8) Aboriginal and Torres Strait Islander health workers have achieved accreditation to undertake specialist screening for diseases of the ear in children. The aim is to increase early detection and treatment which can prevent permanent hearing damage. Further training for Aboriginal and Torres Strait Islander health workers continues to be rolled out.

Victoria – Youth leadership program with Magic Moments Foundation– mentors and coaches who understand the emotionally intense teen experience and use that energy to launch young people into being confident and resilient individuals. The program nurtures skills such as:

- Goal setting.
- How to be a mentor to others.
- A range of skills to motivate and empower them.

Participants have returned to study, improved grades and are engaging in activities to support their communities.

Sydney region - Cultural Education Program - Bilbila's initiative is in association with a range of museums, galleries and NSW Heritage Inventory. This Program places Aboriginal and Torres Strait Islander people at the centre of knowledge. The program matches institutions that hold Aboriginal art collections (traditional and contemporary) with Aboriginal curators, artists and Elders to educate the institutions and the general public on techniques, materials, significance and provenance of their collections.

The program is soon to launch 'In Situ' a branch of the program that gets museum and gallery staff and management out to appropriate sites throughout the Sydney region where Aboriginal curators, artists and Elders can educate them on rock paintings and engravings in the Sydney region.

Bilbila Gift Fund

The Bilbila Gift Fund continues to receive philanthropic donations. These funds are then allocated by the Board to support the delivery of Bilbila's programs and services.

Bilbila Primary School

Bilbila Primary School continues to operate. Enrolment numbers are not as high as expected so there is some doubt as to the future viability of the school.

2.2: Proposed Programs and Services

A member has proposed that a Bilbila Sports Club should be established. The Directors have agreed to this proposal at a Directors meeting, however it would require an amendment to the Constitution by Special Resolution at a General Meeting.

A member has proposed that a Bilbila Library should be established. The Directors have agreed to this proposal at a Directors meeting, however it would require an amendment to the Constitution by Special Resolution at a General Meeting.

3.0: POLICY EXCERPTS FOR BILBILA

3.1: Privacy and Confidentiality Policy

Bilbila takes the privacy of members very seriously and complies with all legislative requirements. These include the Privacy Act 1988 (Cth) and the Australian Privacy Principles (2014) contained in this Act.

3.2: Release of Information to Third Parties Policy

Information is only shared with external agencies in compliance with the law and Bilbila's policies.

For example, Bilbila may release information to government agencies such as funding bodies. These government agencies are entitled to collect activity data about the achievements gained through their support. This information includes all information submitted by the Board during planning processes. This information is collected for the purpose of supporting participation and the monitoring and reporting of organisational and project outcomes.

In all other cases, members will seek the written permission of the Board for such disclosure.

Bilbila's members have access to a wide range of information relating to the operations of Bilbila. It is a requirement of all members to maintain the confidentiality of all information they come across in their work.

Members must sign a non-disclosure agreement during their induction and will be held accountable for any inappropriate disclosure. Inappropriate disclosure may result in dismissal from their appointment.

Members have a right to seek access to their personal information held by Bilbila. All members have a role in assisting this access subject to specific privacy policies.

3.3: Responsibilities of members:

- Respect the confidentiality and privacy of Bilbila and its members.
- Protect this information so that it is not made available to people outside Bilbila or anyone employed in Bilbila who does not have a legitimate work-related need for the information.
- Not use Bilbila's information to gain a financial or personal advantage.
- Treat personal details of members (e.g. Health records, private phone numbers or information in Bilbila's files) confidentially and not disclose them without

authority and consent.

- Not disclose the identity of people who report issues or problems.
- Not make or retain copies of confidential materials of Bilbila, off-site e.g., financial records or proposals.
- Protect the security of Bilbila's computer network, e.g., by keeping passwords private.
- Ensure the accuracy and security of Bilbila's records according to its record-keeping policy.
- Not release information without authority because it is a serious breach of employment responsibilities and a breach of this code. Such actions could lead to disciplinary action.
- Members who leave Bilbila are expected to continue to respect the confidentiality and privacy of information gained during their appointment.

3.4: Photography Policy

Bilbila understands that in some circumstances there are sensitivities relating to the taking of photographs and their publication. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of organisational or program activities we are conducting, or events held at Bilbila.

All 'Member's will be requested to complete a Media Consent Form during induction. This consent form gives permission for Bilbila to use 'Member' names and/or photographs when participating in group photographs to promote special events or programs delivered by Bilbila. These photos may appear in national or regional mainstream or Indigenous newspapers, and social media websites such as Facebook or Twitter. In addition, the consent gives permission for 'Member' names and/or photographs to be used in print material produced at, or on behalf of, Bilbila such as brochures and annual reports etc.

When these instances arise in an environment external to our own facilities, Bilbila will first obtain permission from the premises' owner or manager.

'Member's must ensure that program participants or Community members also consent to the use of images taken for promotional purposes etc. They too must complete a Media Consent Form before their image can be used in the public arena.

4.0: ACCESS AND EQUITY POLICY

4.1: Community Engagement Policy

Bilbila's approach to community engagement is to identify the community's needs during planning processes to ensure that our services are appropriately adjusted to the unique requirements of each sector of the Community.

Bilbila strives to provide the Community with clear and descriptive information that

will enable them to make a contribution to the planning for services and support offered by Bilbila. Effort is made throughout the planning processes to gain community feedback as a vital part of program and policy design.

Decisions made by the Board are communicated to community members at community fora, in the monthly community newsletter and at special meetings called for sensitive issues. Elders and/or key community members must be present at any forum or special meetings.

To achieve this, we:

- Provide accurate and ethical information that enables the community to make confident and appropriate decisions about programs on offer.
- Conduct both group and one-on-one interviews with Elders and other key community members either face-to-face or over the telephone to assess a community's needs and circumstances.
- Provide insurance cover for Elders engaged in consultation processes. Including both volunteer and paid appointments.
- Provide community members with information about their rights and responsibilities regarding consultative processes and programs run by Bilbila.
- Ensure that the staff and Board ('Members') are made up of a minimum 50% persons who identify as Aboriginal or Torres Strait islander.
- Provide community members with information the rights and responsibilities of Bilbila and the Board.
- Provide community members with information on Bilbila's decisions and processes.

4.2: Code of Conduct

'Member's' (staff, members and the Board of Directors) general responsibilities:

- Behave in a way that supports the freedom of others and the community to participate in the activities of Bilbila.
- Identify themselves truthfully.
- Behave in a way that supports the safety or health of any other person.
- Maintain the peace and good order of Bilbila.
- Treat property with respect and prevent damage or destruction of property.
- Behave in a way that supports the conduct of official organisational activities, such as meetings, ceremony, activities or community programs.
- Treat others with respect.
- Give truthful information relating to organisational status.
- Communicate in a way that demonstrates respect for others.

- Do not discriminate based on gender, race, age, sexual preference, or religious belief.
- Do not be under the influence of prohibited drugs and/or substances including alcohol during attendance at Bilbila or whilst representing Bilbila at other locations.

4.3: Conduct in Meetings

‘Member’s’ (staff, members and the Board of Directors):

Display respect for those in the meeting by:

- Arriving promptly.
- Ensuring participants have an opportunity to speak.
- Refrain from interrupting, eating, smoking or typing (unless you are the nominated scribe for taking the minutes). If taking notes please use a pen and paper.
- Start meetings with an acknowledgement of country.
- Follow meeting agendas.
- Follow meeting procedures timeframes and required rules.
- Follow agreed decision-making processes.
- Confirm minutes are taken during the meeting and circulated to all members invited to the meeting.

Additionally, where attending online:

- Ensure mute is on when not speaking to limit background noise.
- Use video conferencing tools e.g. Hand symbol and wait to be invited to speak, blur background, comments in the chat function.
- Set yourself up away from distractions such as children or pets. If you are unable to do this, turn your camera off to avoid distracting other meeting attendees.

4.4 Conflict of interest

A director who has, or thinks they may have, a conflict of interest in a corporation matter must tell the other directors. This includes, but is not limited to, a material personal interest.

The director must give details of what the interest is and how it relates to the corporation. These details must be given at a directors’ meeting as soon as possible and must be recorded in the minutes of the meeting.

A director who has a conflict of interest must not:

- Be present at a directors’ meeting while the matter in question is being considered

- Vote on the matter

Unless they have been granted approval by:

- The other directors (those that do not have a conflict of interest) passing a resolution, or
- The registrar in writing.

5.0: COMMUNICATION

5.1: Email, Written Correspondence, Reports and Marketing

- Intra office memo's must be written on the supplied 'post it' memo pads.
- Written memo messages must be printed clearly with no information crossed out. If you make an error, start afresh on a new sheet of the pad.
- All emails sent from Bilbila must include the official logo/signature with contact details and sender's position description included (see example below).
- Email messages are official records and personal use of Bilbila's communication devices is not considered private.
- Explanation may be sought where abuse of personal use of Bilbila's communication devices is reasonably suspected and costs may be recovered.
- Do not use all capital letters to emphasise information in either internal or external emails or in other typed (word processed) written information. This amounts to shouting.
- Underlining is only to be used for headings.
- Only appointment times are to be typed in bold text. Appointment times must be written Day of the week / Date / Month / Year e.g., Monday 4th May 2026.
- Always use the default font (Calibri 12pt.) in email communication. If in responding to a message, the font type or size changes to copy the font from a recipient, ensure that it is changed back to Calibri 12pt, to ensure all outgoing correspondence is consistently Calibri 12pt.
- All other typed (word processed) written information other than email correspondence must be in Arial 12 pt.
- Do not use 'emoticons/ emojis' in any work-related correspondence from Bilbila internally or externally.
- Only use acronyms where they will be used more than once in any correspondence. They must first be spelled out in full, with the accompanying acronyms in brackets. e.g., Australian Taxation Office (ATO).
- Do not use abbreviated words.
- Do not use slang or euphemisms in any correspondence.

- Clear unembellished business language must be used at all times.
- Ensure your work is spell checked before sending.
- Ensure American spelling is corrected to Australian English.

Email Signature Example

First Name

Surname

(Role/ Position)

Bilbila Peoples Corporation

T: 9999 2222

E: a.surname@bilbila.org.au

A: 123 Reed Street Greenville

State/Territory 1234 W:

www.bilbila.org.au



5.2: Verbal Communication with Members

All information must be communicated in a professional and respectful manner.

Where any 'Member' uses acronyms or abbreviation they must clarify the meaning with other 'Member's and ensure that it is included in the staff Acronyms and Abbreviations Glossary.

Where office and interview room doors are closed you must knock and await a response before opening the door.

Verbal communication must be clear and unambiguous at all times.

Ask for clarification at any time where you are unsure of the meaning of information, are in a noisy environment, did not hear every word spoken or believe that information may be incorrect.

5.3: Communication with all external organisations

All information must be communicated in a professional and respectful manner.

Do not assume that acronyms and abbreviations are consistent across different sectors and services. Where other service providers use acronyms and abbreviations you must clarify these as they are being used to ensure understanding.

Do not rely solely on verbal arrangements. These must be followed up in an email confirmation.

Bilbila's strengths should be highlighted in formal and informal meetings and presentations.

Traditional owners and Elders past and present must be acknowledged in any opening address. The Aboriginal Nation etc. particular to the location must be established prior to arrival and stated in the address. Refer to Bilbila's 'Welcome to Country' statement.

When attending meetings, liaising or presenting on Country, Elders of that country must be present or at very least officially invited to attend, well in advance. This includes urban locations.

Internal issues and problems must not be discussed with personnel external to Bilbila unless the Board decrees that external assistance is required. This may otherwise impede the resolution of issues and unnecessarily damage Bilbila's reputation.

All verbal pitches for funding, marketing etc. must be detailed in writing and approved by the Board and the CEO. Signatures from two Members of the Board of Directors are required before proceeding. After an initial review, the written pitch must be presented to a quorum of no less than three Board members before it can be approved. The approved, written proposal must then be used as a guide for the pitch/ presentation.

Only the financial officer can discuss financial information with any external organisation, including funding bodies. Where there is a requirement for information on financial arrangements to be communicated to funding or other government agencies, this must be communicated in written form and be communicated through the financial officer only.

5.4: Public comment

Members must not:

- Make any comment about the government or Bilbila to the media unless delegated to do so and must refer any inquiries from the media or Members of Parliament to the Bilbila Executive Committee.
- Publicly criticise Bilbila, or community members or other allied organisations on social media or public forums such as Facebook, Instagram, X (formerly known as Twitter), or other social networking sites.
- Nothing in this section restricts 'Members' from commenting on union matters as a member of a union, in their capacity as a delegate, or as a union office holder.

6.0: BILBILA STANDING COMMITTEES

Bilbila's standing committees and their roles are:

- **Governance Committee:** Monitors whether the Board is complying with its obligations as set out in Bilbila's constitution.

- **Finance and Audit Committee:** Provides oversight of the financial reporting process, the audit process, the company's system of internal controls and compliance with laws and regulations.
- **Legislative Committee:** Provides oversight of legislative and or political matters impacting on Bilbila.
- **Executive Committee:** On behalf of Bilbila, its main purpose is to facilitate decision making between board meetings or in urgent and crisis circumstances.
- **Other** committees for specific projects may be formed as required.

7.0: FINANCIAL MANAGEMENT POLICIES

7.1: Financial Records

The corporation must keep written financial records that:

- Correctly record and explain its transactions, financial position and performance.
- Would enable true and fair financial reports to be prepared and audited.

7.2: Application of Funds

The corporation is a not-for-profit corporation.

The directors can use the money and property of the corporation to carry out its objectives.

The directors cannot directly or indirectly give any money or property of the corporation to members of the corporation. This rule does not stop the corporation from making:

- A reasonable payment to a member in their capacity as an employee or under a contract for goods or services provided.
- Payment to a member in carrying out the corporation's objectives.

7.3: Gift Fund Rules

The corporation shall maintain for the main purposes of the corporation a gift fund:

- To be named 'The Bilbila Gift Fund'.
- Which must receive gifts of money or property for the purposes (objectives) of the corporation.
- Which must have credited to it any money received by the corporation because of those gifts.

The gift fund cannot receive any money or property other than that for the purposes (objectives) of the corporation.

The corporation shall use gifts made to the gift fund and any money received because of them only for the purposes (objectives) of the corporation.

Receipts issued for gifts to the gift fund must state:

- The full name of the corporation.
- The Australian business number (if applicable) and the indigenous corporation number (icn) of the corporation.
- The fact that the receipt is for a gift.

As soon as:

- The gift fund is wound up, or
- The corporation's endorsement as a deductible gift recipient is revoked under section 426-55 of the taxation administration act 1953

Any surplus assets of the gift fund must be transferred to another fund, authority or institution, which has similar objectives to the corporation. This body must also be able to receive tax deductible gifts under division 30 of the income tax assessment act 1997.