DFA Membership data Management Protocol

The following protocol has been developed and approved by the DFA Executive Committee (EC) to ensure personal details of its membership are kept secure and only accessed for the purpose of its members to which the EC and its State Representative serve.

PURPOSE

Membership data is collected, stored and accessed for the following purposes:

- To establish a membership database that validates DFA is a valid national organisation representing its membership consisting Donor Families (members) and Recipients their families, and Organ/Tissue Donation and Transplantation supporters (associate members).

- Data collected validates the status of those wishing to join DFA as to whether they are Members or Associate Members.

- To issue DFA's quarterly newsletters out to the Membership.

- To invite Members and Associate Members to special DFA functions.

- To validate individuals requesting to join the DFA Donor Families Facebook Group open only to Registered Donor Family members.

- To validate individuals requesting to register onto the DFA Donor/Recipient Contact Register which is only open to Donor Family members and Recipient Associate members.

- To identify those Members and Associate Members that wish to volunteer their time in supporting DFA in its operation and functions at a National and State level.

RISK MANAGEMENT

The following risk mitigation procedures are in place managing the collection and storage of Membership Data as follows:

- Donor Families Australia is compliant and listed on the ACNC Charity Register.

- Wufoo is the secure third-party online application utilised to collect Membership Data. Wufoo enforce the **secure** collection of data on all of its forms. They are served across a protected, 256-bit SSL connection that encrypts the data before it is sent to the Wufoo servers, so no bad actors can read the data being submitted.

  Wufoo is a web application that provides organisations with the ability to build online forms. When designing a form with **Wufoo**, it automatically builds the database, backend and scripts needed to make collecting and understanding of the Membership data easy, fast and secure.

- Access to the Wufoo is limited the DFA Chairman, Membership manager and Membership Administration.

- The Membership Administrator is responsible for the downloading of Membership Data from Wufoo into Excel to provide a more flexible environment to manage Membership Data.

- The Excel Membership Database is stored in a Protected format when being distributed to authorised Executive Committee members.

CHARITY RESPONSIBILTIES

The donors, members and supporters of a charity expect it to operate responsibly, honestly and ethically. This includes the way it collects, stores and uses the information and data it holds about people.

As an ACNC registered organisation, Donor Families Australia complies with the ACNA's five Governance Standards. Within these standards, Governance Standard 5 outlines the duties of a charity organisation personal. The Governance Standards are outline in **Attachment A**

PROTOCOL FOR MANAGING INFORMATION AND DATA

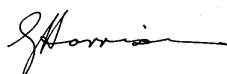The following guidelines are to be followed when collecting and managing data as follows:

- Only collect a person's information and data by lawful and fair means – that which is freely given,
- No membership information is to be shared or sold outside the organisation without the members expressed recorded permission,
- Be clear when collecting a person's information and data about the purpose for which it will be used,
- Only minimal amount of information will be collected and stored – Refer to **ATTACHMENT B**,
- Members personal information will only be stored for as long as it is required,
- Membership information will be store securely both physically and digitally by;
  - limiting the number of DFA members to have access,
  - to security protect the data being distributed, and
  - to limit the personal data to those elements that are required for the purpose it is given.
- Membership can have their data changed, corrected, added to or removed by contacting Administration via the DFA Website link www.donorfamiliesaustralia.org/contact,
- All Executive Committee members that have access to all or part of Membership data will have a copy of this document and fully understand the policy and procedures,
- The DFA Membership Data Management Protocol document will be displayed on the DFA Website "About Us"

MEMBERSHIP DATA FIELDS

- Applied to the Primary Membership Database – Refer to ATTACHMENT B
- Applied to the Secondary (State/Territory) Databases – Refer to ATTACHMENT C
- Membership Workflow Data diagram – Refer to ATTACHMENT D

Tabled at "Month/Year" Executive Committee Meeting

Moved by: Graham Harrison (author)

_____   21/09/2020____

Signature   Date

Seconded By: L Campbell_____   21/09/2020____

Electronic Signature   Date

ATTACHMENT A

Understanding **Governance Standard 5** your charity must take reasonable steps to make sure its responsible persons meet certain duties. The following is a general summary of what each duty requires.

1. Act with reasonable care and diligence

Responsible persons are in a position to guide and monitor the management of the charity. They need to understand and keep informed about the charity's activities and finances. For example, it may be a breach of this duty if a responsible person failed to attend several board meetings in a row. However, this duty is not breached if a person cannot take part in managing the charity at the time (for example, because of illness). As well, a responsible person can rely on the special knowledge or expertise of another responsible person, adviser or expert, as long as they adequately inform themselves and make an independent assessment of that information or advice.

2. Act honestly in the best interests of the charity and for its purposes

Responsible persons make decisions by honestly considering what would be in the best interests of the charity, and would further its charitable purposes (as set out in the charity's governing documents). For example, this duty is breached if a responsible person uses the charity's property to benefit another organisation, where there was no real benefit to the charity or it didn't further its charitable purposes.

3. Not misuse the position of responsible person

An example of misusing position is where a responsible person is involved in paying another company owned or controlled by a friend or relative (when it is not reasonable payment for the goods or services provided).

4. Not to misuse information obtained in performing duties

An example of misusing information is if a responsible person gives confidential information about the charity's operations (that they have gained because of their role) to another person or organisation (even if it is to another charity).

5. Disclose any actual or perceived conflict of interest

Responsible persons should disclose any situation where they may appear to have a conflict between their duty to act and a personal (private) interest, and should not discuss or vote on any matter where there is such a conflict. For example, if a charity is considering which company to buy its stationery from, a responsible person should declare an interest if one of the companies is owned by his relative. This is true even if there is no actual conflict.

A conflict should be disclosed whenever an independent observer could doubt that a responsible person is acting in the best interests of the charity. In general, the responsible person should disclose the conflict of interest to the other responsible persons. If there is only one responsible person or all of them have a conflict, then the conflict of interest should be disclosed to the members of the charity (if any). If none of these situations apply, contact the ACNC.

6. Ensure that the charity's financial affairs are managed responsibly

As a minimum, responsible persons should have good processes to prevent problems and to manage money responsibly. This includes reading financial statements and having a process to ask questions if they don't understand.

7. Not allow a charity to operate while insolvent

If a responsible person reasonably suspects that the charity cannot pay all of its debts when they become due, then the responsible person should take all reasonable steps to prevent a charity from taking on more debt. The governing body should regularly review the financial position and ensure there is enough money to pay for its activities.

ATTACHMENT B

Primary Membership Database Fields provided only to the Chairman, Membership Manager, Newsletter Editor and Membership Administrator – responsible for maintaining the Execl Membership Database, DFA Website, DFA Members Facebook Page and DFA Donor/Recipient Contact Register.

Sample of Excel Primary Membership Database – **Refer to ATTACHMENT Ba:**

- Wufoo Number
- Excel Membership Database number
- Surname
- First Name
- Work Capacity
- Relationship to Donor where applicable
- Membership Type
- Donor's Name
- Donation Anniversary
- Day
- Month
- Family Member number 2
- Family Member number 3
- Family Member number 4
- Family Member number 5
- Family Member number 6
- Family Member number 7
- Address 1
- Address 2
- Suburb/Town
- State
- Country
- Postcode
- Phone Number
- eMail Address to receive DFA Newsletters & Communication
- eMail Address DFA Facebook Communication
- How can DFA support you
- How can you support DFA

ATTACHMENT Ba

Donor Families Australia Membership Database

DFM = Donor Family Member
AM= Associate Member
AMH=Associate Member Health
AMM=Associate Member Medical
AMR= Associate Member Recipient

Note that RED flag indicates a comment hidden in cell

To obtain lists of DFM loved ones date of passing
1. Go to Membership Type select DFM
2. Go to DAY and select required day of month
3. Go to Month and select Month required

W/fee #	Member Number	Surname	First Name	Work Capacity	Relationship to Donor where applicable	Membership Type	Donor's Name	Donation Anniversary	Day	Month	FM2	FM 3	FM 4	FM 5	FM 6	FM 7	Address 1	Address 2	Suburb/Town	State	Country	P'code	Phone Contact	eMail Address DFA Newsletters	eMail Address DFA Facebook Comms	How can DFA support you	How you support DFA
													Additional 0		Donor 0	Recipient 0											

ATTACHMENT C

Secondary (State/Territory) Database Fields.   Each State and Territory DFA Representative will receive the information of their Members and Associate Members pertaining to their State or Territory.

Sample of Excel Secondary Membership State/Territory Database – **Refer to ATTACHMENT Ca:**

- Surname   *(Identifying the member)*

- First Name   *(Identifying the member)*

- Relationship to Donor where applicable

    (As a matter of courtesy to understand the relationship of the member being address in regard to the Donor where applicable.)

- Membership Type   *(Identifying member and associate member)*

- State   *(State or Territory location)*

- eMail Address to receive DFA Newsletters & Communication

    (Only means of communication with member allowing them the discretion to become involved further or decline.)

- How can you support DFA   *(Identifying as how they can support DFA)*

ATTACHMENT Ca

Secondary State/Territory Membership Database							
			Family Member AM= Associate Member AMH= Associate Member Health AMM=Associate				
Surname	**First Name**	**Relationship to Donor where applicable**	**Membership Type**	**State**	**eMail Address DFA Newsletters**	**How can DFA support you**	**How can you support DFA**

ATTACHMENT D - Membership Workflow Data diagram

DFA Membership Database Work Practices

Member and Associate Members

Managed by Bruce McDowell

Donor Family Members

Manage by Philippa Waldron

* Issuing Newsletters via eMail
* Issuing membership announcements via eMail

Currently managed by Graham Harrison

Proposed

State and Territory membership details involving: **Name, Membership status: DF or R, eMail address, Comments fields only.**

Issued by Graham Harrison

Managed by each State & Territory Exec. Member enabling them to contact their own local members for local support and community functions

- ACT Reps
- NSW Reps
- NT Reps
- QLD Reps
- SA Reps
- TAS Reps
- VIC Reps
- WA Reps

State and Territory Members and Associate Members

Note: members of D&RGA regularly apply to join MDFA and Contact Register believing they are already members of DFA

Currently managed by Graham Harrison

Communicate with Consenting Donor Families and Recipients

Donor & Recipient Group Australia Closed Facebook Page

Alined with DFA but members not directly affiliated
Admin: Holly Northam
Leanne Campbell
Kelli McDonald

CRD EA OGT NI A TS B AT A CES TR E

Donor Families Australia Public Facebook Page

Managed by Nathan Gale

Issuing of DF anniversary rememberance

Managed by Philippa Waldron, Graham Harrison

Transferred by Graham Harrison

Transferred by Graham Harrison

Exec | Copy of Members Data

Donor Family members only invited to join

Members: Donor Families Australia Closed Facebook Page

Managed by Graham Harrison
Admin: Bruce McDowell
Holly Northam
Cameron Chamberlain
Philippa Waldron
Nathan Gale

Developed within WIX Web App. Designed by Sam Hoskins Administered by Graham Harrison

WUF OO Data base

Membership Registration

Transferred by Graham Harrison

Members & Associate Members Contact Registration

Comments & Complaints

Transferred by Graham Harrison

Donor Family & Recipient Stories

Donor Heroes virtual Wall

eMail admin@donorfamilies australia.org

Managed by:
Bruce McDowell
Philippa Waldron

Public Access

DFA Web site

Donor Heroes Wall

Donor & Recipients Stories

Comments & Complaints

Response to comments and complaints

Post

Finance Account Donor Families Australia Commonwealth Bank

Managed by:
Helen Day
Bruce McDowell