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# An update on Partners in Aid

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It's been an energising start to the year for Partners in Aid, with a real sense of momentum building across everything we're doing. Behind the scenes, we've been incredibly fortunate to be supported by a Board that is deeply engaged and genuinely invested in the work, with people bringing their time, experience and care in a way that is shaping the direction of the organisation and strengthening how we operate every day.

A major focus this quarter has been our DFAT accreditation application, which is now nearing completion. It's been a significant effort, but an important step forward, one that will open the door to more sustainable funding and allow us to grow our impact in a meaningful, long-term way.

In January we were delighted to host Val and Rose from Sinangpad, who spent time with our team in Melbourne working hard to ensure our projects are DFAT-aligned. We capped the week off with a lovely social gathering at Cecily's house, a chance for project coordinators, advisors and our in-country partners to share a meal and connect in person.

Our projects continue to move forward through strong partnerships and community-led work on the ground, with steady progress across the portfolio, improved systems and oversight, and a continued focus on safeguarding and accountability. Each project is different, but all are grounded in the same approach: working alongside communities, building local capability, and focusing on outcomes that are sustainable over time. We'll share more detail over the following pages.

Thank you for being part of it. Your support is what makes this work possible, and we're excited for what's to come.



### **January gathering at Cecily's**

From left: Michael and Anne-Marie (SEDS & ABWU Project Coordinators), Rodger and Glenys (Project Advisors), Silvia (PIA Chair), Cecily (PIA Board Member & Sinangpad Coordinator), Rose and Val from Sinangpad.

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# Meet our new Chair, Silvia Hope



**Silvia Hope**  
*Chair of the Board, Partners in Aid  
Project Coordinator, FRIEND Fiji*

Silvia Hope joined the Partners in Aid Board in early 2024 and was elected Chair at the end of 2025. She also serves as Project Coordinator for PIA's partnership with FRIEND Fiji.

With a background in public health and international development, Silvia has worked across the Pacific region in both government and consultancy roles. She has a particular interest in community-led development and the practical systems that help organisations deliver sustainable outcomes.

Outside the development sector, Silvia is the co-founder of AmazingCo, an Australian experiences company operating across multiple international markets. Her experience in operations, governance and organisational growth brings valuable skills to the work of Partners in Aid.

Since joining the Board, Silvia has been focused on strengthening governance, supporting PIA's DFAT accreditation journey, and helping build the systems and partnerships needed for the organisation's next phase of growth.

*"One of the things I value most about Partners in Aid is its commitment to long-term relationships. Real change takes time, and our partners have spent decades working alongside their communities to create opportunities, improve livelihoods and support lasting development. I'm excited to help build on that foundation for the future."*

◆ IN MEMORIAM

# Vale Joy Hanley



*Joy in West Bengal, visiting a local shopkeeper.*



*Joy with ABWU volunteers and sponsored young women in Kolkata.*



*At the Anandaniketan rural health and dental outreach.*

It is with deep sadness that we acknowledge the passing of Joy Hanley, a much-loved and enormously significant part of the Partners in Aid story for more than four decades.

Joy first joined the organisation in the early 1980s, when it was still known as Society For Those Who Have Less, later known as Action Aid Australia. Beginning as the office manager in the small Dandenong office, she quickly became far more than an employee. With very limited resources and only a small team, Joy became the steady and dependable force behind much of the organisation's day-to-day work. She managed sponsorship programs, coordinating fundraising activities, preparing newsletters and meeting minutes, producing the Ally newsletter, organising dinner auctions and art exhibitions, and maintaining close personal relationships with supporters. Many will remember the warmth and care she brought to every interaction.

In 1991, when the organisation relocated to Hawthorn, Joy moved with it and continued as its sole employee for many years. She was the face and heart of PIA for many supporters during this period, always offering kindness, encouragement, and practical help wherever it was needed.

*For many families and supporters, Joy was ABWU. The success and longevity of the sponsorship program is inseparable from the care and dedication she poured into it.*

Joy's dedication continued long after paid staff positions were phased out. She remained deeply involved as a volunteer, particularly through the ABWU sponsorship program in Kolkata, which she helped nurture and grow into one of the organisation's most successful and enduring initiatives. Even after moving to Bright with her husband Barrie following his retirement, Joy continued managing sponsorships, supporter relationships, and fundraising within the local community. Her compassion, commitment, and persistence helped provide education, safety, and opportunity to countless girls.

Joy also travelled to India alongside Partners in Aid volunteers, supporting practical health and dental outreach in remote communities. Those who travelled with her remember her generosity, humour, and deep connection with the people she met.

We extend our deepest condolences to Barrie, Janine, and all of Joy's family and friends. She will be remembered with enormous gratitude and affection by everyone whose lives she touched.

# Sinangpad · Healthy Village Project

**Project Coordinator:** *Dr. Cecily Neil*

Phase III of the Sinangpad Healthy Village Project formally ended in the last quarter of 2025. The end-of-project evaluation showed that **more than 900 people, approximately two-thirds of whom were women**, had attended Community Health Development training across nine villages.

The trainings focused on health as a community phenomenon, and on the key local environmental problems and barriers to healthy behaviour. They helped bring the community together to decide on the priority environmental changes that needed to be made in the village, and how those changes should be made.

To eight of these nine villages, small grants were made by Sinangpad to help residents implement simple projects designed by community members — practical work to remove physical barriers to healthier behaviour. A proposal by the ninth village is still under consideration. As a result of the training, a number of residents also established backyard vegetable gardens, started segregating and safely disposing of solid waste, and adopted other behaviours to reduce health risks.

## ZERO OPEN DEFECACTION

The project simultaneously spent significant time in three of the eight Kalinga municipalities partnering with municipal government units to advocate for zero open defecation. **Two of these municipalities have now achieved it:** every household either has its own sanitary toilet, or shares one with no more than one other household. The remaining municipality is fast progressing toward the same goal.

Sinangpad funded **150 completed toilets** for vulnerable households, with another **122 under construction** at the time of the survey, and funding in hand for a further **90** in four more villages.

## WHAT THE COMMUNITY SAID

In focus-group discussions, most participants felt that achieving zero open defecation had reduced diarrhoeal and some respiratory diseases, and improved daily quality of life: a village that smelt better, and the safety of not having to go out to a field at night.

THE PHILIPPINES – SINANGPAD – CONTINUED

## Quieter villages, safer nights, Phase IV underway

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Women described particular benefits: greater privacy, less risk of attack at night, fewer problems with peeping toms. In villages where Community Health Development training had also been conducted, women reported a reduction in domestic violence and more husbands willing to help with household chores.

### BUILDING FOR SUSTAINABILITY

Sinangpad members have worked with PIA to develop a Strategy for the Sustainability of Zero Open Defecation, and discussed it with the relevant municipal government units. The municipalities have accepted the document and agreed to work towards it.

### PHASE IV, APPROVED DECEMBER 2025

A fourth phase was approved by PIA in December 2025, extending the model into villages not yet involved. It also adds a new component: tree planting in the watersheds of upland villages that depend on deep wells for domestic water. This is partly motivated by climate change and aimed at reducing well contamination.

**900+**

people attended Community Health Development training across 9 villages, about two-thirds of them women.

**150**

household toilets completed through Sinangpad funding for vulnerable households.

**+122**

further toilets under construction at survey time, with funds in hand for another 90.

### MEETING THE CHALLENGES OF REMOTE DELIVERY

Progress has been slower in recent months due largely to fuel shortages and rising fuel costs linked to the ongoing conflict. Many of the target villages are isolated rural communities that require significant travel to reach, making these challenges particularly difficult for Sinangpad's volunteer team. In addition, many Sinangpad members also hold demanding roles within Kalinga government health units, and the organisation is increasingly focused on mobilising and supporting additional volunteers to sustain its community-led work in remote villages. Despite these challenges, Sinangpad remains committed to serving some of the region's most vulnerable communities, and we look forward to seeing this important work continue.



## SEDS · Sustainable Agriculture

**Project Coordinator:** *Michael Oates & Anne-Marie Maltby*

Across rural communities in Andhra Pradesh, the SEDS Sustainable Agriculture Project continues to strengthen livelihoods through practical, community-led farming initiatives focused on soil health, water conservation, and climate resilience.

Over the past six months, the project has expanded significantly. 196 farmer training sessions were delivered across both established and newly formed groups, with 729 farmers participating in hands-on training covering sustainable farming, organic pest management, soil conservation, natural fertilisers, vermicomposting, and tank-desilting awareness.

SEDS has now supported the formation of 71 active farmer groups involving 916 farmers. Women's participation continues to grow, with nearly 200 women actively engaged in project activities and training.

### VERMICOMPOSTING TAKES OFF

One of the strongest areas of growth has been vermicomposting. Farmers are increasingly adopting low-cost organic methods that improve soil fertility while reducing dependence on chemical fertilisers. During this reporting period, 100 vermicompost units were established, producing more than 12,500 kg of organic compost by February 2026.

Many farmers are now creating their own natural crop treatments using locally available materials: papaya leaves, neem, garlic, moringa, buttermilk, and castor leaves. Demonstration-based learning in the field continues to be one of the project's greatest strengths, letting farmers immediately apply techniques within their own crops.

# 729

farmers trained across 196 sessions this reporting period.

# 71

active farmer groups, involving 916 farmers, nearly 200 of them women.

# 12,500 kg

of organic compost from 100 new vermicompost units by February 2026.

INDIA – SEDS SUSTAINABLE AGRICULTURE – CONTINUED

# Tank desilting in Kalipi & K. Maruvapalli

We are excited to share that the **tank desilting component of the SEDS Agriculture Project has now been completed** in Andhra Pradesh. In this context, "tanks" are large, open community water reservoirs that collect and store rainwater for farming.

Across two villages, **Kalipi** and **K. Maruvapalli**, two of these reservoirs have been desilted, restoring vital local water storage. By removing built-up silt, the tanks can once again capture and hold significantly more rainwater, improving access throughout the growing season.

In total, **8,740 cubic metres of silt** were removed, restoring around **8.7 million litres** of water-storage capacity and enriching over **139 acres of farmland** with nutrient-rich soil. These community-led efforts support irrigation, livestock, and day-to-day farming needs.

### STRONGER FAMILIES, STRONGER GROUPS

Beyond the environmental benefits, these initiatives are helping families build more secure futures.

Farmers report reduced costs, improved soil quality, healthier crops, and stronger cooperation. Several lead farmers are now independently training others, building a growing network of local knowledge-sharing and long-term sustainability.

*Farmers are not simply receiving support. They are building practical solutions together, sharing knowledge across villages, and strengthening resilience in the face of changing climate conditions.*

Thank you for helping make this work possible. Your support continues to empower farming communities to protect their land, strengthen food security, and create healthier futures for the next generation.



Community members and SEDS staff mark out the tank boundary before excavation begins.



Tractors line up to collect freshly-excavated silt, to be spread as fertiliser on local farmland.



An excavator deepens the reservoir, restoring around 8.7 million litres of water-storage capacity.



## FRIEND Fiji · Backyard Gardening & Healthy Cooking for Improved Nutrition

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**Project Coordinator:** *Silvia Hope*

Backyard gardens across Bila Settlement and Koroqqa Village are now well established and continuing to grow. Families are harvesting a wider variety of fresh produce and incorporating these into daily meals, supported by the cooking workshops delivered earlier in the program.

Participants are not only improving nutrition at home, but also building confidence in preparing healthy, low-cost meals using what they grow themselves.

A key milestone this month has been the introduction of seed banking. Last month, the FRIEND team delivered targeted training sessions on seed saving, storage, and pest management across both communities.

These sessions are an important step toward long-term sustainability. By learning how to collect and preserve seeds from their own crops, households can reduce reliance on external inputs and continue replanting season after season.

*A core objective of the project is for at least 50% of households to establish their own seed banks.*

The training also covered practical pest management techniques to protect crops without relying on expensive or harmful chemicals, reinforcing the project's focus on organic and locally appropriate farming methods. Together, these skills strengthen food security and help ensure that the benefits of the project continue well beyond its formal completion.

All planned project activities have now been delivered, including backyard gardening training, seed and seedling distribution, healthy cooking workshops, and ongoing support visits.

FIJI · FRIEND · CONTINUED

# Seed banks & growing knowledge



A household's growing backyard garden, with beans climbing bamboo trellises and neighbours stopping by to compare progress.



Community members from Koroqaqa Village with the seeds, beans and corn they have saved during a seed-storage training session.

## 50%+

of households targeted to establish their own seed banks: a core sustainability objective.

## 2

communities, Bila Settlement and Koroqaqa Village, completed full project delivery.

### ACTIVITIES DELIVERED

- ✓ Backyard gardening training
- ✓ Seed and seedling distribution
- ✓ Healthy cooking workshops
- ✓ Seed-saving & pest-management training
- ✓ Ongoing support visits

## What's been created will continue.

We are now awaiting the final evaluation for the project, after which the program will formally conclude. We will share the results in our next newsletter and across our social media. In the meantime, what's been created will continue well beyond this point. The gardens are still growing, meals are still being shared, and knowledge is being passed between families.



*Women from Bila Settlement gather with the FRIEND Fiji team for a seed-saving and healthy cooking workshop, bringing produce, saved seeds, and traditional ingredients to share.*

*Looking ahead, we are working with FRIEND Fiji to expand this model into new communities. We are aiming to support at least three more villages in the next phase.*

This work matters. Communities involved in the project consistently identified access to affordable, nutritious food as a major challenge for families. The project responds to that challenge in a practical way, helping families return to growing and cooking their own food, rebuilding local knowledge, and strengthening everyday habits that support long-term health. What stands out most is how quickly small, practical support translates into real change: a garden becomes a reliable source of fresh food, a cooking session shifts daily habits, a saved seed becomes the next season's crop.

Each village costs approximately \$5,000 AUD to support around 50 households with the tools, training, and ongoing support needed to build lasting food security. If this is something you feel connected to, there is an opportunity to be directly part of it. We are seeking donors to sponsor a full village or contribute toward one. It's a tangible way to support families to improve their health, strengthen their independence, and create something that continues long after the project ends.

[Click here to contribute](#), or reach out if you're interested in supporting a full village.

For more information, please reach out to our project coordinator **Silvia Hope** at [silvia@partnersinaid.org.au](mailto:silvia@partnersinaid.org.au).



# Y-Gro · Dairy Development Project

**Project Coordinator:** Julie Kirk

In Sandilipay, Jaffna, the Y-Gro Dairy Development Project continues to create meaningful change for women-headed households through sustainable dairy farming.

Launched in 2024, the project supports vulnerable women, including widows and single mothers, to establish small-scale dairy enterprises. The project is now in its **Empowerment Year**, focused on advanced training, veterinary support, and higher-yielding crossbreed cows.

### A 46% RISE IN MILK PRODUCTION

Despite severe flooding and a cyclone affecting parts of Sri Lanka in November 2025, progress has been strong. Between July and December 2025, farmers produced **17,129 litres** compared to 11,732 litres in 2024 (a **46% increase**), well exceeding the 30% target. Milk sales rose 48.5%, lifting average monthly income per farmer from **LKR 9,828 to LKR 14,598**.

### ANIMAL HEALTH & TECHNICAL SUPPORT

The project now supports **24 farming households** caring for 78 cows: 25 milking, 31 calves, with 8 born this period. Farmers receive practical support for lactating and underweight cows, alongside guidance in animal care, milk quality, nutrition, and sustainable farming. Y-Gro works closely with local veterinary surgeons and milk collection centres, building long-term connections that will continue beyond the project's life.

## +46%

milk production Jul-Dec 2025 vs 2024: **17,129 litres**, exceeding the 30% target.

## +48.5%

rise in milk sales. Monthly income per farmer up from **LKR 9,828 → 14,598**.

## 24

women-led households caring for **78 cows**: 25 milking, 31 calves, 8 born this period.

*What stands out most strongly is the resilience of the women in this program. Even as they balance caregiving and hardship, they are building sustainable futures through dairy farming.*

Through training, practical support, and community partnership, Y-Gro is helping women move beyond day-to-day survival and chronic debt toward long-term economic independence. Thank you for helping make this possible.



# SEDS · Child Education Sponsorship

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**Project Coordinator:** *Lyn Pickering*

How quickly the year has begun. We are in Autumn in Australia as I write this newsletter, with winter ahead of us. The summer period has arrived in India, where daily temperatures in April and May reach the mid to high 40s at times.

School life for our SEDS students on the Education program for 25/26 came to an end in March with a return for the new school year occurring in the first week of June. School reports for senior students completing Year 10 will become available shortly, however for all grades below that level, reports will become available at the commencement of the new school year.

The SEDS project's work of tank desilting since 2000 has seen many villages have this very valuable work carried out, enabling local farmers to produce more sustainable crops. Many parents of sponsored students work as day labourers in the agricultural fields. Training by SEDS staff in organic sprays and crop diversification has been instrumental in improving living standards in this rural area.

Living standards are improving slowly for some, but many remain close to the poverty line. The Child Education program began in late 1994 as an addition to the developmental work led by CEO Manil Joshua and the late Rajen Joshua. Students were chosen from villages where tank desilting and sustainable agricultural activities were taking place, and remain to this day a positive outcome for the students on the program.

Standards in this rural area have improved significantly in recent years, due to better roads, improved accessibility, more teachers choosing to teach in rural schools, and stronger Government involvement in the education of all students.

Many low-income families receive government education support payments that are linked to school attendance. Families in the lower income bracket also receive a Govt. card which entitles them to rice and other small items. The major benefit has been that the majority of school-aged students are now attending school regularly. In my earlier visits in the 90s and early 2000s, it was quite normal to see children running around their villages on school days — the very reason we began a child education program. Students' standards at all levels have lifted.

# A big thank you to our sponsors

I am very thankful for the many sponsors who continue to support students in their education. There are a number of sponsors who became involved in the beginning, and who continue to this day. They have watched students commence on the program, sometimes as young as 5 or 6, and in some cases older, and complete their Year 10 studies, when our program finishes. The last fifteen years has seen many of our students continue onto Year 11 and 12, known as College, and then onto University degrees with great success.

Lastly, I would like to thank Phillip McMillan for the many years of printing our half-yearly newsletters free of charge. This has meant more money for the valuable project work of PIA. This is not able to be continued. Requests have been made to readers to confirm their desire to have the newsletters emailed in the future. We will still print a number of newsletters for those requesting a hard copy.

*Lyn Pickering*

I have received a number of new profiles on students, both girls and boys, who are seeking a sponsor. **Please reach out if you can help support these children.**

## A STORY FROM THE PROGRAM

### BALAJI'S STORY

Many years ago, Balaji joined the sponsorship program as a young boy. He completed his Year 10 studies with the steady support of his sponsor and went on to higher studies. Today, he is the **Head Master of the SEDS English Medium School.**

I was there when Balaji first came onto the program, so I have known him since he was about eight years old. On my most recent visit, he was there to greet me at the school. To meet a former sponsored student now leading a school in his community is, for me, the clearest possible answer to the question, "Does this really work?"

While some children in the sponsorship program attend the SEDS English Medium School, the majority of sponsored students, from Kindergarten through to Year 10, attend local government schools. Regardless of where they study, the program helps children stay in education and build opportunities for their future.

Many of the children you sponsor today will quietly become the teachers, nurses, engineers, tailors and community leaders of their villages in years to come. Balaji's story shows what can happen when a child is given the opportunity to continue their education and pursue their potential.

## STUDENTS SEEKING SPONSORSHIP · \$260/year per child · email [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au) to begin

- ◆ **Boy, 8:** The youngest of three children, attends a large primary school.
- ◆ **Girl, 7:** Lives with her brother and parents, attending a small rural school.
- ◆ **Girl, 7:** In Grade 2, lives in a large village with her family.
- ◆ **Boy, 6:** In 1st grade, lives with his parents in a small village attending a small primary school.
- ◆ **Girl, 6:** Lost her mother to cancer, being raised with her older sister by her grandmother and uncle. Attends a large primary school.
- ◆ **Boy, 6:** In 1st grade, lives with his parents and younger sister and attends a small school.
- ◆ **Girl, 12:** Has just completed Year 5 and will move to a secondary school close to her home for Year 6 in June.
- ◆ **Girl, 7:** In 3rd grade, lives in a large village with her parents and two younger brothers.



# ABWU · Kolkata Sponsorship Update

**Project Coordinator:** *Anne-Marie Maltby*

The ABWU sponsorship program has exceeded our hopes over the many years of our support. We could not have imagined that support from the government and local community would have grown to the extent that they no longer rely on our funding.

## **A PROGRAM WINDING DOWN, FOR THE BEST OF REASONS**

As expected, the number of sponsored girls continues to decrease, and there are now only 21 remaining, including four nursing students. This is a milestone worth celebrating: ABWU is now receiving the support it needs from its local community and government, and the program is moving confidently into its final chapter of independence.

ABWU are very grateful for the years of funding that have helped hundreds of girls find safety and support as they grow into adulthood.

# 21

girls remain on the program, including four nursing students.

*Thank you for helping these girls grow, study, and step into adulthood with confidence and dignity. This is how long-term development should work.*



# How to give & how your support makes a difference

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As a volunteer-run organisation with no paid staff, Partners in Aid is committed to ensuring that your generosity has the greatest possible impact. Low overheads mean that nearly every dollar you give goes directly to our partner organisations and the communities they support.

## BEQUESTS

A gift in your will is a powerful legacy. Whether you choose a cash amount, a percentage of your estate, or a residual gift, your bequest supports the ongoing growth and sustainability of our programs. There are no fees, and we welcome all bequests with deep gratitude. We encourage you to seek professional legal or financial advice. For confidential conversations, contact us at [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au) or 0429 929 063.

## BANK TRANSFER

Account name: Partners in Aid | BSB: 033 686 | Account number: 162354. Include your surname as the reference, then email [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au) so we can issue a receipt and direct your gift correctly.

## ONLINE VIA MYCAUSE OR GIVENOW

Secure one-off or recurring tax-deductible donations through:

[mycause.com.au/charity/25612/PartnersinAidLtd](https://mycause.com.au/charity/25612/PartnersinAidLtd) (MyCause)

[givenow.com.au/partnersinaid](https://givenow.com.au/partnersinaid) (GiveNow)

## BECOME A MEMBER

Membership is just \$25 per year. Members receive project updates, volunteering opportunities, and our biannual newsletter. To join or renew, email [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au).



# Donation form

<b>General donation to Partners in Aid</b> Apply where it's needed most.	\$
<b>India · SEDS Child Education Program</b> Medical fund: reading glasses, eye drops, creams for rashes, toothbrushes and toothpaste.	\$
<b>India · SEDS Sustainable Agriculture</b> \$10 = 1,000 fish fingerlings · \$50 = SEDS staff member for a month · \$200 = tractor for a week.	\$
<b>The Philippines · Sinangpad Healthy Village Project</b> \$50 provides materials for a family to build their own sanitary household toilet.	\$
<b>Fiji · FRIEND Backyard Gardening &amp; Healthy Cooking: support one household</b> \$100 provides one family with seeds, seedlings, gardening training, and cooking workshops.	\$
<b>Fiji · FRIEND: sponsor a village</b> \$5,000 supports approximately 50 households across one full village. Smaller contributions toward a village are very welcome.	\$
<b>Child sponsorship · SEDS</b> Begin or continue sponsoring a child. \$260 per child per year, plus an optional annual gift of \$20.	\$
<b>Membership</b> Begin or continue your membership.	\$ 25
<b>TOTAL</b>	\$

## BANK TRANSFER

Account name: Partners in Aid | BSB: 033 686 | Account number: 162354

Please include your surname as the reference, then email [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au) for a receipt.

Name for receipt: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

*Gifts of \$2 or more are tax deductible. A receipt will be issued.*

# About this newsletter

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## OUR IMAGES

Wherever possible, the photos in this newsletter have been taken at our project sites by our volunteers, board members, and partners during self-funded field visits. Because we work closely with children and vulnerable communities, we take great care to respect privacy and dignity at all times. When appropriate, some images are sourced from free photo-sharing sites to protect identity or enhance clarity.

## UPDATE YOUR DETAILS

If your postal or email address has changed, please let us know at [info@partnersinaid.org.au](mailto:info@partnersinaid.org.au) or by calling 0429 929 063. If you prefer to receive your newsletter via email, we are happy to accommodate this and it helps reduce printing and postage costs.

If you wish to discontinue receiving updates, please contact us and we will remove your details from our database.

## OUR COMPLAINTS POLICY

We are committed to accountability and transparency. If you have a concern or complaint, please write to our Chair. All complaints are handled seriously, acknowledged promptly, and resolved within two months. Our full Complaints and Whistleblower Policy is at [partnersinaid.org.au/resources](http://partnersinaid.org.au/resources).

## ACFID

The Australian Council for International Development (ACFID) represents Australia's international aid and development organisations, strengthening transparency, impact, and ethical practice across the sector.

Partners in Aid is a proud signatory to the ACFID Code of Conduct, which promotes responsible governance, public trust, and effective, sustainable development. To learn more or to lodge a complaint directly with ACFID, visit [acfid.asn.au/code-of-conduct/complaints](http://acfid.asn.au/code-of-conduct/complaints).