

## Comments from Oxfam New Zealand on the Panel's feedback letter

- 1. Embedding the Charter as a tool for organisational development:** I appreciate the comment from the Panel, and we had not appreciated the additional information sought. Oxfam New Zealand communicates issues of accountability periodically with members and has a section on accountability on our website <http://www.oxfam.org.nz/about-us/accountability-statement> in which we talk about the INGO Charter and include a link to your website. In addition, we have a strong internal commitment to accountability in our Oxfam New Zealand Strategy 2013-19, through the definition of one of our Enabling Change Goals, 'Accountability'. This aims to enhance our accountability to primary stakeholders (those who we aim to support), supporters, campaigners, donors, partners and allies.
- 2. Complaints Handling Mechanism:** We consider that Oxfam New Zealand's Complaints Handling Mechanism is in place and functioning effectively. We would welcome any specific feedback if there are any concerns from the Panel.
- 3. Succinctness and Communication Quality:** Our report totalled 16 pages, and we are pleased that it is well within the maximum of 40 pages that your feedback cites. We would welcome any feedback from the Panel and examples of reports that communicate the issues well, while responding to the specific requirements of the reporting format.
- 4. Organisation-specific feedback:** We appreciate the view from the panel that "...the policies and procedures in place seem relevant and sufficient". We agree that the format could be improved to help public communication. We have difficulty with the nature of the questions on the form and trying to answer each of the questions on a standard form has proven to be difficult. We would welcome your flexibility to be able to "tell our story" in a more interesting and reflective format. We do not make the decisions about whether or not Oxfam International prepares a consolidated version, but we will pass on your comments.

The following are comments for the Gap box. Aside from the first point, we would recommend that these 'gaps' be closed off since the envisaged actions have been undertaken.

- 1. Accountability mechanisms:** Oxfam New Zealand has been looking at the best way to report back to stakeholders, whether social audit or other approaches, and we are drawing from the experience of other Oxfam affiliates who have adopted innovative ways of engaging the public in our work. These will be progressed over the next few years.
- 2. NGO1 Partnership Agreements:** A review of our partnership agreements has been undertaken and a revised partnership agreement documents more clearly the partnership principles, mutual responsibilities and the future commitments of both Oxfam New Zealand and our partners.
- 3. NGO4 Gender disaggregated data:** Improvements in our collection and reporting of gender disaggregated data have been undertaken, in conjunction with partners.
- 4. EN16: Reductions in carbon emissions:** Oxfam New Zealand continues to work toward deep reductions in carbon emissions, as shown on our website: Our performance towards meeting these goals and targets is independently monitored by

InStep. We have been awarded the InStep Gold Certificate, which is awarded for achieving a verified emission reduction that meets or exceeds set goals in accordance with ISO 14064-1. Arshabhi Rai of Get In Step said: *"While working with Oxfam, their passion and commitment for the environment and community was found among individuals, participants and sponsors; they take care of the smallest detail to achieve greater sustainability."* (<http://www.oxfam.org.nz/about-us/our-environmental-sustainability#instep>)

5. SO3: **Anti-corruption policy:** The revised policy has been agreed and most staff based overseas have been trained in procedures to prevent corruption and fraud. There will be an ongoing cycle of training and refresher training for new staff.

Comments sent by **Barry Coates**, Executive Director, on 3 February 2014.