



Guidelines – Hardship Policy

Last reviewed: September 2023

Purpose

This document describes our policy for members in hardship.

Application of the policy

This policy applies if a Member is experiencing financial hardship (whether short term or not) arising from circumstances and events that are outside of anyone's control and that cannot be foreseen or guarded against including, but not limited to, accidents, illness, injury, acts of nature (such as flood or fire including natural disasters) or resulting from providing assistance to the alpaca industry (for example, providing care and pasture for rescue alpacas).

The Australian Alpaca Association Ltd is a member-based organisation that exists to support members and promote the Alpaca Industry.

- As such, there are times when some members may require an allowance be made on their behalf to overcome adversity.
- That allowance may take the form of flexible payment options, deferring or waiving fees or charges, but may also take the form of a financial contribution towards the supply of goods or services required for the care of alpacas in the assisted member's control.

Procedure

Regional Committee – Delegation Matrix Item 7.3 & 16.3 allows for a Regional Committee to assist a member in a hardship situation. Consideration should be given to the level and type of assistance required. If there is a decision to provide financial assistance in some form such as replacement of goods, all claims for reimbursement of these expenses must be submitted using the 'Expenditure Reimbursement Form' and at all times be supported by copies of tax invoices or receipts, alternatively an invoice from an unrelated third party may be authorised for payment.

When authorising the support of a regional member undergoing a hardship situation, a Regional Committee must ensure that all members of the Regional Executive have agreed and minuted that agreement.

There should be no conflict of interest in making a decision to provide assistance to a member undergoing a hardship situation. Where a Regional Committee member or other financial delegate has a conflict of interest that person should abstain from making or being involved in making the decision to provide assistance in accordance with the Conflict of Interest Policy



National Administration – Delegation Matrix Item 7 & 16 allows for the National Treasurer and or National Staff to facilitate the supply of goods & services to support a member experiencing hardship.

Record Keeping - Details of the decision will be kept in either eAlpaca or by keeping notes of the decision through emails and any other documents used in the process.

The AAA Code of Conduct and Conflict of Interest Policies are particularly relevant to the operation of the “Hardship Policy” and should be read in conjunction with and operate simultaneously with the Hardship Policy.