



Children's Support Centre

Code of Governance

TEAM INTERNATIONAL
ASSISTANCE FOR INTEGRATION
Güney Mahallesi, 1140 sokak no. 71
35180 Konak, Izmir
Turkey

info@tiafi.org www.tiafi.org

registration number: 35-071-144
tax number: 8900334762

Date of Approval	Approval By	Date for Review





Table of Contents

Introduction & Code of Governance	p 3
Governance Framework & Company Structure	p 5
Role of Board of Trustees & Oversight	p 7
Specific Reserved Oversight & Governance Functions	p 7
Codes of Standards and Behaviour for all employed by TIAFI	p 8
Processes, Guidelines & Reporting	p 13
Nature & Quality of Services	p 15



Introduction

TIAFI (Team International Assistance for Integration or Uluslararası Yardımlaşma ve Entegrasyon Derneği) is a non-profit grassroots organisation that supports vulnerable Syrian and Turkish families in Izmir.

TIAFI was conceived by Anne O'Rorke in 2016 as an answer to the number of displaced Syrian refugees arriving in Turkey. Anne, responded to the large number of refugees in Izmir by opening up a Community Centre, to provide them with a safe and welcoming space. Our Community Centre has been set up by a group of Turkish, Syrian and other international volunteers with the aim of empowering vulnerable Syrian and Turkish families in Izmir by supporting integration, community building, and skills development.

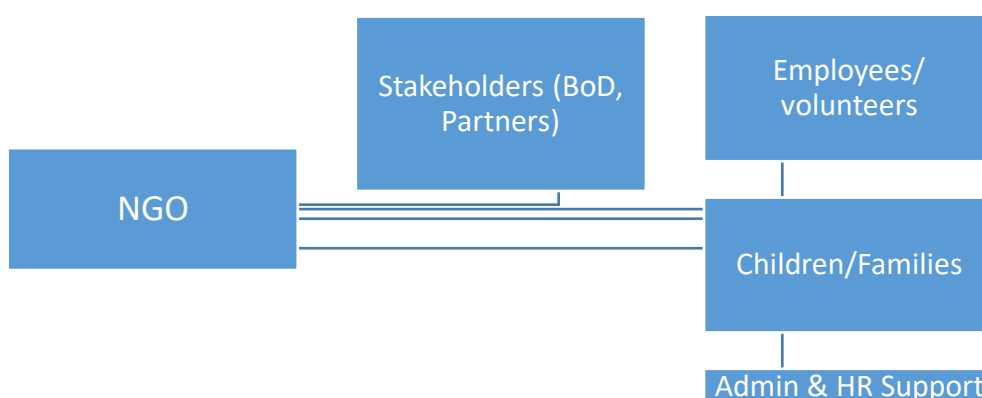
In 2017, TIAFI opened its doors in the multicultural and underprivileged Tepecik neighbourhood. Our centre is a warm and friendly safe space that is open every weekday from 9.00 to 5.30.

Code of Governance

This code of governance has been drawn up to set out the processes on how TIAFI will conduct oversight and quality assurance of the services it provides. It will illustrate the transparency of these processes and how TIAFI will ensure quality of services through using tools and legislation with robust reviewing systems, making changes when needed. The code itself will be reviewed on a yearly basis. The code of governance will set out the structure of the project as well as the roles and responsibilities of The Board of Directors. It will highlight the nature of the services being provided by TIAFI.

Governance Framework and Project Structure

The project structure is as follows:



TIAFI's structure allows for regular, ongoing consultation with the staff/volunteers and attendees. This is facilitated through The Board of Directors. Ongoing working approach for the project is to ensure there is consistent and timely updating and developing of the policies, practices and frameworks to ensure the best quality services are being provided to the attendees. The system of governance will reflect best practice, statutory, regulatory and professional requirements and are in line with the project's business and strategic objectives.

Role of the Board of Directors in providing Oversight and Governance

The primary role of the Board of Directors (BoD) is to provide leadership to TIAFI in all aspects of its work and practices. This includes the following:

- Leading on compliance with any statutory and company obligations pertaining to the undertaking/provision of services by the project.



- Ensuring that any non-compliance is rectified, and that any issues regarding compliance, are brought to the attention of the Directors, along with the steps that have or will be taken to rectify such breaches.
- Providing any information which the project is likely to consider as significant for the performance governance or any information that has been specified by the BoD as imperative for development and planning for TIAFI.
- The BoD will also submit reports quarterly pertaining to any aspect of the provision of services for the purposes of development, planning and the evolution of services for the project.
- Provide annual reports affirming relevant provisions issued by the BoD in respect of finance/payment of fees and invoicing are being complied with.
- Ensuring that TIAFI, in reaching decisions, takes proper account of legislative and regulatory guidance, collaboration and consultation approaches providing best practice and care approaches.
- Ensure all policies and procedures are in line with best practice guidelines provided by regulations, legislation and quality frameworks.
- Support all staff/volunteers understand their roles and responsibilities as per job descriptions.
- Ensure all relevant Quality Assurance and Risk Management structures and practices are in place with regular review and development.
- They will have key relationships with staff/volunteers, referral agents and professionals who work in and with TIAFI.
- They will liaise with any external agencies to promote the mission and work of the project.
- Oversee all operational functions of the project including service provision, financial oversight, appointment of qualified staff, staffing competency and expertise, decision-making processes, codes of professional and business conduct, risk management, health and safety practices and property specification.



Specific Reserved Oversight & Governance Functions

Working in collaboration with the employees/volunteers and attendees – the BoD reserve the right to the following:

Planning

- Provide ongoing planning for the development of service provision in line with best practice as set out by evidenced informed research and guidance as well as legislation and quality assurance as guided by legislation requirements. This includes making changes where necessary to ensure the best possible services are provided for the attendees.
- Monitor and evaluate key objectives, outputs, and related strategies as per TIAFI's business plan.
- A review and evaluation of the work done by the project and in the performance as set out in practices management processes.
- The preparation (and amendment) of the Business Plan outlining proposed activities for the period to which the business plan relates and the performance targets relating to those activities and the proposed allocation of the total resources (both financial and human) of the project for the period to which the plan relates and in conjunction with the Directors, amend capital plans/capital investments over a specific agreed period of time – to be reviewed at an interval also agreed with the Directors.

Codes

The devising of a Code of Governance and all subsequent updates, as and when required in accordance with TIAFI's planning and approval by the BoD that includes:

- The structure of the project, including the respective roles and responsibilities of the specific entities.
- The processes and guidelines to be followed to ensure compliance with the reporting requirements under policies and procedures as set out by the project.
- The internal controls, including its procedures relating to internal audits, risk management and financial reporting.
- The nature and quality of service standards that persons being provided with or seeking services provided by the company in accordance with its functions can expect.



- The approval of Codes of Conduct (together with all updates) to be issued for the guidance of employees/volunteers , advisers or consultants as appointed by the BoD.

Monitoring of Performance

TIAFI shall receive regular reports from the Board of Directors to include but not limited to the following:

- Progress against the Business Plans – to include an explanation of significant variances and proposed corrective actions, if necessary, to ensure achievement of the relevant plan including financial information and predictions.
- Provision of advice to the BoD in relation to the project's functions.
- Reports on compliance with the Code of Governance requirements of the project.
- A review of Performance and Service Planning & Developments.

On-going Approvals

- Appointment of staff/volunteers – recruitment and promotions.
- Any disciplinary procedures for any member of staff/volunteers.
- Approval of contracts or tenders for operational purposes where appropriate.
- Approval of all contracts or tenders for professional or consultancy services in line with the agreed policies/procedures where appropriate.
- Appointment of any Legal Service Providers where appropriate.
- Creation and dissolution of any Committees.
- Appointment of Members to Committees.
- Approval of all disposals and acquisitions of any inventory, land or property.



Codes of Standards and Behaviour for all employed/volunteering in TIAFI

All staff/volunteers and personnel employed by TIAFI are expected to conduct themselves in a professional manner. They should respect the highest level of honesty, integrity and respect. These encompass the **Values & Ethos** of the project and are described as follows:

Respect

To always treat everyone including colleagues and clients with dignity and consideration.

Integrity

Will be reliable and trustworthy in the way all work is carried out carry out by:

- Adhering to the highest standards of professionalism, ethics and personal responsibility;
- Placing a high value on importance of confidentiality;
- Acting with conviction and taking responsibility for decisions.
- Disclose outside employment/business interests in conflict or in potential conflict with the business of the organisation.
- Avoid the use of organisation resources or time for personal gain or for the benefit of persons/organisations unconnected with the organisation or its activities.
- Not use any information obtained by virtue of their position for the purpose of any dealing (direct or indirect) in the organisation.

Fairness

All activities carried out by TIAFI are completed in a transparent way to ensure fairness and compliance with policies and procedures. TIAFI will;

- Comply with employment equality and equal status legislation.
- Commit to fairness in all business dealings.
- Value stakeholders and treat all stakeholders fairly.
- Include staff as far as is practicable in the decision making processes effecting them or their work practices.
- Consider the contribution of the client when developing services and practices.



Collaboration

TIAFI commit to creating an environment where the voice of employees, attendees/families and the referral agents is cherished. We foster integrated ways of working by:

- Recognising and valuing the contribution that each entity can make
- Fostering a culture of multidiscipline professionals and agencies working together.

Kindness, Empathy & Compassion

Employees, colleagues and most importantly, children and families are treated with understanding, non-judgemental care and support. Being kind is a fundamental core value of TIAFI and is at the fore of care and decision-making processes of the organisation.

Loyalty

Employees & volunteers should:

- Be loyal to TIAFI and be fully committed in all its activities while being mindful that the organisation itself must at all times take into account the interests of its stakeholders.
- Acknowledge the duty of all to conform to the highest standards of practice ethics.

Information

Employees & volunteers should:

- Respect the confidentiality of sensitive information held by TIAFI and adhere to regulations as set out by the confidentiality policy and the policy of the organisation. This would constitute material such as:
 - Personal information pertaining to any child/parent/carer, associate or colleague.
 - Information received in confidence by TIAFI in the process for information sharing purposes only.
 - Observe appropriate prior consultation procedures with third parties where, exceptionally, it is proposed to release sensitive information (TIAFI policy to be observed)
 - Comply with any relevant statutory provisions relating to access to information (e.g. Data Protection Acts and Freedom of Information Acts).
- Queries in relation to the release of information relating to the Board under the provisions of the Freedom of Information Act will be directed to line management for appropriate address.



- Employees & volunteers should ensure that they maintain the confidentiality of all information obtained by virtue of their position.
- Comply with all policies and procedures for the proper processes for archiving information pertaining to clients or operational activities of TIAFI.

Obligations

Employees & volunteers should:

- Fulfil all regulatory, policy and legislative obligations imposed by TIAFI.
- Ensure that all policies are adhered to, to prevent fraud.
- Attend all meetings as set out in practice by TIAFI.
- Conform with procedures laid down by TIAFI in relation to any conflict of interest situations.

Work/External Environment

Employees & volunteers should:

- Promote and preserve the health and safety of employees, attendees and visitors by complying to policies and procedures and by using a common sense approach.
- Promote the work and mission of TIAFI.
- Minimise any detrimental impact of the operations on the environment.
- Report any grievances to the TIAFI Co-Ordinator (TCO) at the earliest possible time for a timely response and to prevent any ill feeling that may otherwise occur.

In addition to the above, all TIAFI employed staff & volunteers will:

- Engage with each other in a respectful and co-operative manner.
- Avoid inappropriate sexist or racist language.
- Engage with other staff in an equitable, non-sexist, or racist manner.
- Be on time, both in the work place and attendance at meetings related to work of TIAFI.
- Never arrive to work under the influence of alcohol and other substances that may affect their ability to carry out their duties.
- Separate any personal difficulties they may have from their working environment, and where necessary consult with the TCO in relation to this if they require support/advice.



- Adhere to the policies/procedures at all times.
- Work co-operatively and respectfully with other agencies who may be engaged with the young person in their care.
- Undertake relevant training as and when required.
- Attend all staff meetings, unless otherwise arranged with TCO.
- Refrain from use of personal mobile phones while on duty.
- Do not smoke in the properties or in the presence of children/families.
- Adopt a reflective approach to their practice.
- Acknowledge and address in a productive manner any individual differences between themselves and other staff.
- Not discuss work related issues outside of TIAFI.

With children/parents/carers/families:

- See themselves as and act as positive role models. Contribute both individually and as a team member in facilitating the physical, social, emotional, moral, spiritual, and cognitive development of the children.
- Respect diversity in relation to ability, culture, gender, socio-economic status, sexual orientation, and family background.
- Treat all children and their families respectfully at all times.
- Welcome and encourage family involvement where appropriate.
- Do not degrade, endanger, threaten, frighten, or harm any child in any way.
- Do not engage in inappropriate relationships with children or their family members during intervention OR after case closure.
- Intervene in a timely manner in situations where safety and welfare of children or colleagues is compromised.
- Do not discuss personal issues/details with parents/carers/families.
- Do not engage in any discussion with families about work related difficulties, or in their presence.
- Do not give children/families personal contact details, or those of any staff members.
- Do not allow any child/family to visit their homes.



- Do not socialise with families outside of work hours or veer away from planned intervention as far as is practicable.

Training & Development

Staff and volunteers of TIAFI will undertake all designated training relating to their work within TIAFI as directed by the management team for purposes as follows:

- Continuous professional development
- Educational requirement for post
- Management team deem it necessary for the addressing of needs of those attending TIAFI
- Service development planning and upgrading services within TIAFI
- For quality standards and practice development
- Upskilling of staff for post fulfilment

Training and development will be undertaken at times determined by the management team and concessions will be made to accommodate staff to attend training/education outside of work hours as far as is practicable.

Processes, Guidelines & Reporting

It is the responsibility of The Board of Directors to ensure that accurate and timely information is provided to enable the project to perform and achieve their respective functions and responsibilities.

Performance Management

The Board of Directors shall review the achievements of the project and the effectiveness of performance against set Business Plan objectives on a quarterly basis.

The BoD shall set performance criteria for the project annually which it shall evaluate processes agreed.

A progress report on the operational plan will be submitted thereafter.

Committees

Formation of any committees is at the request/approval of the BoD. The terms of reference for

TEAM INTERNATIONAL
ASSISTANCE FOR INTEGRATION
Güney Mahallesi, 1140 sokak no. 71
35180 Konak, Izmir
Turkey

info@tiafi.org www.tiafi.org
registration number: 35-071-144
tax number: 8900334762



committees shall be approved by the BoD and committees shall furnish reports as directed. All committees shall be reviewed on an annual basis.

Risk Management, Internal Control, Internal Audit and Audit and Risk Committees

The project has developed a Risk Management Policy and Procedure which sets out the project's commitment to ensuring that risk management principles and practices form an integral part of the project's culture, governance and accountability arrangements, decision making processes and strategic and operational planning.

Where strategic risks are identified they are recorded on the project's Risk Register. Risk is a standing item on the project's agenda and is reviewed on a quarterly basis. Control measures and action plans are put in place to mitigate the risks identified and are noted or approved as appropriate on a monthly basis.

A Quality Assurance and Risk review occurs quarterly.

Internal Control

The project acknowledges its responsibility for systems of internal financial, performance and operational controls and for the quality, efficiency and effectiveness of operations. TIAFI is committed to a strategy which minimises risks to all of its employees/volunteers and stakeholders, through a comprehensive system of internal controls.

TIAFI has the following key internal procedures designed to provide effective internal control:

- Clearly defined lines of accountability
- Project Risk Management Policy and Procedures
- Quality Assurance and Risk reporting processes
- Auditing processes
- Financial guidelines
- Internal Audit Quality Assurance Reports



Internal Audit and Audit and Risks Processes

Internal systems operate in accordance with the policy approved by the BoD. All financial systems are overseen by an independent accountant with robust systems in place for prevention of fraud.

Business and Financial Reporting

Audited Financial Statements

The accountant will be responsible for ensuring all accounts are submitted for audit not less than 3 months after the end of the financial year to which the accounts relate. They are also responsible for preparing and completing annual reports and will comply with all legislative regulations governing financial activities.

Nature & Quality of Services

TIAFI provides the following services:

- Assessment of Need: The Therapeutic Co-Ordinator along with other professional staff in TIAFI assess the needs of each child presented based on physical, social and wellbeing aspects of their health. This is done in collaboration with their parents/carers whilst consulting all other professionals with a role in the child's care.
- Therapeutic Intervention: Mobility support, therapeutic play, creativity and sensory integration. These are done through our *programmes*: **Exercise & Flexibility Programme** with a focus on health & nutrition, **Activity Programme** and **Workshops/Group Trainings** & seminars providing information and support to parents where appropriate.
- Information Point: Information Point: Information provision to address any questions for parents/families about services, providing a pathway for them to liaise with any service or agency that may be applicable to their circumstances.



- Family Advocacy Work: Acting on behalf of the family to support them to access services they may not otherwise access based on difficulties such as language, culture or other issues. We also provide workshops and training on topics and issues affecting families, as well as for empowering women within their family/societal roles.

Referrals can be made to the TIAFI Therapeutic Co-Ordinator by means of the following:

- Professional referral through the referral pathway form, accompanied by all/any other medical or care records
- Drop-in service to parents/carers in TIAFI – an appointment meeting will be arranged for overview and intake possibility by the Therapeutic Co-Ordinator and relevant professionals if necessary in TIAFI (intake is waiting-list dependent)

We have unique selling points as we can offer more than one service to our children/families – for example:

- Access to therapeutic support where necessary
- We are the only project of its kind in the locality and complement other local services
- Developing strong partnership relationships with other non-governmental organisations
- There are currently waiting lists of 50 children for therapeutic intervention

We endeavour to empower our children/families through respect, empathy, empowerment and kindness.

TIAFI is committed to engaging with attendees regarding the design, delivery and quality of services as well as our partners and professionals alike through our collaborative approach. Any complaints will be managed in a timely manner and in accordance with project policy. Any complaints will inform practice going forward also.

The project is committed to providing the highest standard of programmes/services and we are a learning project, using self-audit and evaluation tools based on high quality standards.



TIAFI endeavours to plan, develop, implement, evaluate and evolve programmes/services based on the needs of attendees in a robust professional manner with oversight and governance at all stages.

TEAM INTERNATIONAL
ASSISTANCE FOR INTEGRATION
Güney Mahallesi, 1140 sokak no. 71
35180 Konak, Izmir
Turkey

info@tiafi.org www.tiafi.org

registration number: 35-071-144
tax number: 8900334762