

# Internal rules



**Eurodiaconia** 

[www.eurodiaconia.org](http://www.eurodiaconia.org)



## INTERNAL RULES

### Introduction

*these Internal Rules are designed to support the day to day running of Eurodiaconia and to support the Supervisory Board and Secretary General in their work. They are to be read in conjunction with the Statutes of the Association.*

*They were adopted by the Supervisory Board in April 2012 and presented to the Annual General Meeting of Eurodiaconia in June 2012.*

*Revised May 2013*

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- 1) Membership
- 2) Annual General Meeting
- 3) The Supervisory Board
- 4) Adoption of Policy Positions
- 5) Financial Issues



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## 1 Membership

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The membership of Eurodiaconia is drawn from:

- a) National and European diaconal associations of professionals and volunteers
- b) National and European diaconal, professional organizations with a European vocation such as any single agency in any sector (statutory/non-statutory, voluntary/private)
- c) Churches and church organizations which are concerned by the diaconal dimension of the life of the Church.<sup>1</sup>

With regards to which Churches and church organizations may apply for membership, Eurodiaconia shall be principally guided by the membership of the Conference of European Churches. However, where an application for membership is received from a church or church organization not connected to a member of the Conference of European Churches then the Board shall consider such applications on a case by case basis.

If a member or an already existing member of Eurodiaconia, e.g. an organisation currently represented in a federal, associative or umbrella structure, wishes to become an individual member of Eurodiaconia then the already existing member must give their permission for the new member in line with Article 6.2 of the Statutes.

The Supervisory Board and Secretariat shall familiarize themselves with the work of potential new members by a number of means which may include visits, gathering information and encouraging their participation as guests at appropriate events and meetings, at their own expense.<sup>2</sup>

- *Applying for Membership*

Membership applications should be made by interested organizations on the published membership application form. As well as adhering to the principles of membership as laid down in Article 6 of the Statutes the Supervisory Board may also take into account the following base line standards when assessing applications for membership:

- ✓ Faith Basis
- ✓ Action
- ✓ Structure
- ✓ Governance
- ✓ Finance
- ✓ Representivity

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<sup>1</sup> Statutes Article 6

<sup>2</sup> Based on statement on Membership Agreed at the Supervisory Board Meeting 7 – 8 December 2009



Areas Standards for	Possible areas of interest	Standard to be met
Governance	How are decisions taken, is there a board? Is it elected/selected fairly and democratically	Clear governance evidenced through documents such as legal registration, updated statutes or charter, organigramme.
Faith Basis	Is the organization recognizable as a Christian organization or with a Christian basis? How does this show in the work of the organization? Do they have an affiliation or relationship with a recognized Christian body or Church as per the membership statement?	Evidence of Christian basis through statements of the organization e.g. vision/mission statement, statutes along with evidence of relationship with Christian body or Church.
Structure	How is the organization structured, does this allow for participation of stakeholders from throughout the applicable area? Are there paid staff, a national or regional coordinating office?	Evidence of well-run organization through the roles of paid staff and volunteers (normally either all paid staff with volunteers in minor roles or a balance of paid staff and volunteers but with clear management structures).
Finance	Is the organization financially secure? Can it pay fees? Is funding from partners guaranteed for several years?	Financial statements for preceding 2 years and budgets for current and next 2 years. Balance sheet for preceding years.
Action	Does the organization provide a range of services or specialize in a particular area? Does the scope of the action fit into the general work of Eurodiaconia; can this organization find its place in Eurodiaconia?	Annual report, other materials
Representivity	Is the organization recognized on a national or regional level for the work they do. Do they have partnerships or contracts with others? Are they part of any umbrella networks in the field of social services or social justice? Do peers recognize the organization positively?	Information on partnerships

- *Responsibilities of Members*

It is the responsibility and privilege of all Members to

- ✓ Maintain the base line standard of Membership as laid down in the Statutes and Internal Rules
- ✓ Take part in meetings such as the Annual General Meeting and contribute to the fulfilling of the responsibilities of the AGM.
- ✓ Contribute to the formulation of the policy of Eurodiaconia and share in its business
- ✓ Where appropriate nominate persons to serve on the Supervisory Board
- ✓ Make a financial contribution (membership fee) to the work of Eurodiaconia as laid down in the Statutes



## 2 The Annual General Meeting

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The Annual General Meeting shall be held in accordance with the provisions laid down in Articles 10, 11 and 12 of the Statutes.

It shall be hosted by a Member of Eurodiaconia following an open call inviting members to propose their candidacy to host the AGM. Guidelines for hosting an AGM shall be provided to all members for utmost transparency and are attached to this document as Annex 1.

The Call for hosting an AGM should be sent to all members in January of Year N-1<sup>3</sup>. Offers to host will be considered at the Spring Supervisory Board meeting and announced at the next AGM.

When considering bids to host the AGM the Supervisory Board will take into account many factors including capacity, previous experience of hosting international events, location and ease of arrival/departure, cost of travel, cost of accommodation, cost of renting of rooms and equipment and geographical diversity of hosts.

Only Members of Eurodiaconia may host an AGM. Where the membership of Eurodiaconia is a national platform/association/Federation the bid to host the AGM must come from the formal national member. However, that member may devolve the practical organisation of the AGM to one of its members.

Participation in the AGM is not limited for Eurodiaconia Members. Members may send as many delegates as they wish. However, as stated in the Statutes, only one vote is allocated to each Member.<sup>4</sup>

Members must inform the Secretary General, at the latest by the opening session of the AGM, who holds the official voting mandate of a Eurodiaconia Member. This should be done using the form circulated in advance by the Secretariat.

Members who are unable to attend the AGM may give a proxy vote to another Member. This must be communicated in writing to the Secretary General by the opening session of the AGM. No Member may hold more than two votes including their own.

- *Procedures at the Annual General Meeting*
  - General

The Annual General Meeting shall be chaired in accordance with the provisions in Article 10.3 of the Statutes.

The Supervisory Board shall also propose tellers for the duration of the AGM.

A Roll Call of all Member's shall be taken at the Opening Session to record all Members in attendance at AGM.

The AGM Chairperson shall decide on any point not covered in these Rules of Procedures.

- Voting

Voting takes place in sessions at designated times throughout the Annual General Meeting and can be done by

- ✓ electronic voting
- ✓ raising of voting cards
- ✓ paper (secret) ballot

However when the vote concerns the matters as noted in Article 11.4 of the Statutes then a secret ballot shall be held. Members may call for a secret ballot at any time. In all instances, Members can choose to

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<sup>3</sup> E.g. if the AGM is to be held in 2014 then the call for hosting should be sent in January 2013

<sup>4</sup> Article 10 Statutes.



vote for a proposal, against a proposal or abstain. Abstentions shall not be taken into account in the vote as noted in Article 11.4 of the Statutes.

The Voting Strength shall be the total number of Members with delegates registered at the AGM, eligible to vote, and present in the room at the start of each voting session as established by the Tellers. It is reported to the AGM by the session chairperson.

For the Supervisory Board elections, the method of voting is as follows:

Each voting round requires Members to vote for their preferred candidates based on the number of vacancies available. For example, if 5 vacancies are available then Members should vote for 5 candidates. If the number of votes are not equal to the number of vacancies then that members vote will be invalid for that particular round.

If there is a tie for the final vacant place on the Supervisory Board then a second vote shall be held between the tied candidates.

- *Motions and Amendments at the Annual General Meeting*
- ✓ A Proposed Motion is a suggested proposal, (usually written in the pre-AGM papers) that is open for discussion by the AGM.
- ✓ A Motion is a proposal that has been moved and seconded, to be voted on by the AGM.
- ✓ A Proposed Amendment is a suggested change in a Motion.
- ✓ An Amendment is a change in a Motion, which has been moved and seconded.

Proposed Motions shall normally be presented by the Supervisory Board and shall be concerned with the powers and responsibilities of the AGM as laid down in Article 12 of the Statutes. Members of Eurodiaconia may also present proposed motions but these must be received six weeks in advance of the opening of the AGM by the Secretary General so as to allow for preparation of documents and circulation to all members. The Supervisory Board shall circulate all Proposed Motions to the AGM at least 4 weeks before the opening of the AGM.

The Supervisory Board has the right to propose motions. Other proposers and seconders must be Member Organizations of Eurodiaconia.

A Proposed Motion must be concerned with and related to the Eurodiaconia's objectives, or an issue on which the proposer considers Eurodiaconia should express an opinion. A Proposed Motion that does not comply with this requirement shall not be submitted to the Annual General Meeting.

All Proposed Motions and Proposed Amendments must have a Secunder at the moment of presenting the motion or amendment to the AGM.

All Proposed motions shall be presented to the Annual General Meeting on the first day. Members may ask questions on each motion and indicate if they wish to propose an amendment. If amendments are to be proposed then the proposer is asked to provide the Secretariat with a written version of the amendment at the end of the opening session along with the names of the proposer and seconder of the amendment. The Secretariat shall then circulate a copy of all amendments received to all delegates of the AGM for their consideration and notification shall be given of when the voting session on the proposed motion and amendment shall be held.

Amendments to proposed motions can only be submitted on the first day of the AGM by the published deadline and shall not be accepted after this point. Any proposed motions where amendments are not proposed shall be voted on in the opening session of the AGM.



## 3 The Supervisory Board

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The Supervisory Board is elected by the Annual General Meeting in line with the provisions laid out in Article 12 of the Statutes and works to fulfill its responsibilities under Articles 13 and 14 of the Statutes.

When vacancies occur on the Supervisory Board then a call for nominations to fill those places shall be sent by the Secretary General a minimum of ten weeks before the opening session of the AGM and all nominations received must be sent four weeks before the opening session of the AGM. Where no nominations have been received by the published deadline then the nomination process may be extended by decision of the Supervisory Board as till such time as the needed number of candidates has been received.

In countries where there is more than one member of Eurodiaconia all members in that country are strongly encouraged to work together to propose nominations to fill vacancies on the Supervisory Board.

Candidacies for the Supervisory Board must be submitted in the manner requested by the call for nominations. Members that have sent incomplete nominations shall be contacted by the Secretary General immediately after the published deadline and asked to complete the nomination within one week. Incomplete nominations shall be published but with a note explaining the lack of required information.

All candidates shall have the opportunity to present themselves to the AGM prior to the voting session.

The term of office of a Supervisory Board member commences immediately after the close of the Annual General Meeting at which they were elected and ends at the close of the AGM four years later. However, this does not prevent a member of the Supervisory Board choosing through resignation to end their mandate early.

As per the provisions of Article 13.2 of the Statutes the Board shall elect a Chairman, Vice Chairman and a Financial Advisor.

- *Chairman*

The Chairman shall be responsible for

- ✓ Chairing meetings of the Board and leading its deliberations
- ✓ Chairing the Annual General Meeting on the approval of the Delegates
- ✓ In partnership with the Secretary General serve as a spokesperson for the Association
- ✓ Supervise and support the Secretary General and appraise his/her work at least once per year.
- ✓ Carry out the normal duties of a Board Member as presented in Article 14 of the Statutes.

- *Vice Chairman*

The Vice Chairman shall be responsible for

- ✓ Chairing meetings in the absence of the Chairman
- ✓ Execute the responsibilities of the Chairman when he/she is not able to do so
- ✓ Any other duties as may be requested by the Chairman
- ✓ Carry out the normal duties of a Board Member as presented in Article 14 of the Statutes.

- *Financial Advisor*

The Financial Advisor shall be responsible for

- ✓ Working with the Chairman and the Secretary General to ensure the Associations finances are well managed and audited and incorporated in the Annual Report of the Association.
- ✓ Carry out the normal duties of a Board Member as presented in Article 14 of the Statutes.

A profile of Eurodiaconia Supervisory Board Members is attached to these Internal Rules as Annex 2.





## 4 Adoption of Policy Positions

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Eurodiaconia holds a number policy positions on key issues for the Membership. In order to ensure that the adoption of policy positions is as open and transparent as possible and that all members have the possibility to participate in the process on the basis of their own interests a process has been adopted to allow this to be done:

- **Initiation**  
Based on member's interests and needs, as identified at the AGM or any other process, plus an environmental scan of the European institutional agenda, the development of specific policy papers should be identified in each year's work plan. As the operational plan is agreed by the Supervisory Board there shall be agreement that specific topics should be worked on.
- **Development**  
Secretariat staff should start to develop the content of the paper and provide a basic outline of the topic and any previous opinion delivered by Eurodiaconia.
- **Consultation**  
There will be three consultation possibilities. Once a decision has been taken to start a policy paper a message should be sent to all members, through E-news, informing them of this and inviting them to contribute to its development by sending opinion or examples of work. Secondly, where appropriate, networks/other working structures will be involved either virtually or in person and asked to contribute based on the challenges they see with the topic, the needs of the topic for wider society, the specific needs that need to be addressed by decision makers, what their organization is doing to address the topic and what the diaconal motivation and/or praxis is. This will then be used for the paper.

As a policy paper develops, a group may be asked to comment on it depending on its level of knowledge and engagement in a particular topic. Finally, when a near to last draft is produced, it will be sent by formal consultation to all members through the identified member contacts. Members will have 20 days to review and respond to the document and most importantly raise any concerns. No comment will be taken to be implicit agreement.

The consultation period should allow enough time for the receipt of contributions and time to integrate and discuss where necessary differing contributions. Where there are serious objections from a minority or where there are seriously contrasting opinions the Secretary General should assist the Policy Officers in trying to resolve them.

- **Agreement**  
Policy papers shall be presented to the Supervisory Board by the Secretary General for approval. Proposed policies should be circulated to the Board in advance to allow time for their reading of the documents. If a policy is approved by the board then this should be noted on the document for future reference. If a policy is not approved by the Board then a clear indication should be given of the improvements needed so that this can be done by the secretariat.
- **Dissemination**  
Approved policies should be sent to all members with supporting materials. Supporting materials should consist of other documents or responses Eurodiaconia has developed on the topic, definitions of concepts relating to the topic, any other useful documentation and links to other organizations and perhaps most importantly, a document on how to use the policy which should give suggestions on communication, advocacy and discussion. Where possible and effective, examples of members work on a topic could be included.



- **Advocacy**  
When a policy is developed it should be an active, living document which is used as a basis for advocacy work. Therefore each policy should have an accompanying advocacy plan which identifies how the recommendations identified are to be promoted at European and national level. This should link to the 'How to Use this Document'.
- **Monitoring and Evaluation**  
Generally, a policy paper should be reviewed no later than two years after its adoption by the Supervisory Board but policy officers should be alert to political developments earlier than this that may affect the policy.



## 5 Financial Issues

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Bank Accounts may be opened in the name of Eurodiaconia on the approval of the Supervisory Board.

Account signatories shall be at the discretion of the Secretary General but may include in normal circumstances the:

- Secretary General
- Communications and Network Officer
- Finance Officer

For all payments whether done manually or electronically two signatures/authorization must be provided.

For any investment in capital expenditure over 1000 euros approval must be received from 2 out of 3 of the Chairman, Vice Chairman and Financial Advisor in written form (email shall suffice) before a purchase can be made.

For any expenditure over 10 000 euros in a single transaction or purchase (with the exception of salary payments and social security charges) the Secretary General must receive written permission (email shall suffice) for the expenditure from 2 out of 3 of the Chairman, Vice Chairman and Financial Advisor.

Although the Secretary General is responsible for the daily management of the Association and may bind the Association through the signing of all acts as per Article 15 of the Statutes the Secretary General cannot agree loans, incur debts or initiate legal proceedings without the explicit agreement of two thirds of the Supervisory Board.

Additionally, if there is perceived or actual risk in any management decisions concerning finance then the Secretary General should confer with the Financial Advisor and/or the Chair of the Supervisory Board.

In the event of any concerns regarding the use of monies in a way that is contrary to the statutes, vision, mission and operational plans of Eurodiaconia or where there is no justification for expenditure and such lack of justification raises concerns as to the legitimacy of the expense then the following action should be taken:

- 1) If appropriate, the Finance Officer or other member of staff as needed addresses the issues with the Secretary General and seeks a resolution.
- 2) If no resolution is possible or where the issue concerns the Secretary General then the Finance Officer should inform the Financial Advisor (as treasurer) and the Chairperson of the Supervisory Board (as employer). The Financial Officer should provide whatsoever information and document is required in order for the designated members of the Board to investigate the matter and take whatever action is needed.

None of the above should contradict the established grievance and disciplinary procedures as stated in the Staff Handbook/Réglementation de Travail



## 6) Secretary General

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### ***The Secretary General***

The Secretary General is appointed by the Supervisory Board to be in charge of Eurodiaconia's daily management. Only the Secretary General may bind the Association or represent the Association in litigation as per the stipulations in Article 15 of the Eurodiaconia statutes. The Secretary General works according to the following agreed Guidelines:

### ***Functions of the Secretary General***

1. Represent Eurodiaconia in all areas appropriate to the activities and working environments of the organization within the framework of the decisions of the Annual General Meeting and under supervision of the Supervisory Board
2. Liaise and foster relationships with partner organizations.
3. Act as executive secretary to the Supervisory Board
4. Prepare and authorize such policy or consultative documents as are required to further the aims of Eurodiaconia.
5. To manage the finances of the organization and ensure good financial governance through preparation of budgets and accounts.
6. To supervise staff and to ensure compliance with employment law, Eurodiaconia employment policies and standards for performance management, discipline and grievance, complaints and recruitment and retention.
7. To develop the strategic plan of the organization in cooperation with the Board and implement the strategic plan according to the decision of the Annual General Meeting
8. To organize an annual conference/AGM
9. To promote membership and ensure that the wishes and needs of member organizations are heard and communicated to?
10. To ensure that all membership user services are delivered promptly and are of good quality
11. To seek, plan and undertake such projects as link to the strategic plan
12. To maintain and develop lobbying and advisory services within the EU
13. To ensure the provision of information services and web based resource center
14. To actively seek and secure appropriate funding sources
15. To ensure that the image of Eurodiaconia is relevant and visible, and that the function and scope of the organization are understood and acknowledged
16. To ensure that members are kept aware of key issues concerning either Eurodiaconia or the general sector



17. To ensure that the Board is up-dated in a timely manner on all relevant issues of governance and policy
18. To ensure representation on all relevant planning and liaison groups
19. To ensure the secretariat function for all groups or individuals undertaking Eurodiaconia business

*This is not an exhaustive list*

### **Management Guidelines**

- Task

The Secretary General (hereafter SG) is responsible for the overall strategic and financial management of the organization and for undertaking the daily management of Eurodiaconia and in doing so comply with relevant legislation, the statutes of the organization and the management guidelines as set out by the board. The SG is the head of the office and is responsible for carrying out the decisions of the Board.

- Mandate

The SG has the mandate to manage the organization including to

- sign and manage contracts with employees
- sign and manage any other contracts within the approved budget
- represent the organization towards third parties in all forms

On issues relating to 3<sup>rd</sup> parties that are deemed to be of an extraordinary character the SG coordinates Eurodiaconia's communication with the Chairman.

The SG must act under decision of the Chairman of the Supervisory Board in relation to

- signing project or programme contracts with the European institutions

- Cooperation with the Board

The SG prepares the Board meetings under direction of the Chairman. The SG must prepare items for the agenda in a way that makes the Board able to make an informed opinion on the items that require a decision.

The SG is responsible for keeping proper minutes of the meetings, which must be sent out no later than 2 weeks after the Board meeting. A summary of public decisions of the Board are reported in the Eurodiaconia newsletter.

- Reports

The SG prepares a quarterly report to the Board on the process and progress of the work plan as well as on the financial situation.

The SG is responsible for preparing an annual activities report to the Annual General Meeting

The SG is responsible for preparing a draft strategy and work plan for the organization and present it to the Board for discussion and decision.



- Financial management

The SG is responsible for preparing a budget for the organization and a draft financial strategy to be prepared in coordination with the financial advisor of the Board. The SG is responsible for managing the audit of the organization and fulfillment of any obligations towards the European institutions with regard to project and programme funding.

- Documentation

The SG must ensure that minutes of Board meetings and AGMs are properly kept and that all documents of the organization are archived in a proper way

- Supervision

The SG's line manager is the Chairman of the Supervisory Board who is also responsible for annual appraisals of the SG's work.



## Guidelines for a Eurodiaconia Annual General Meeting

The Annual General Meeting of Eurodiaconia is the highest decision making body of Eurodiaconia. All members of Eurodiaconia are invited to attend and participate in setting the direction of the organization for the coming year. The AGM is also where the business of the Association is carried out- elections to the board, approval of budgets etc. The statutes of Eurodiaconia give the following instruction as regards the Annual General Meeting:

### The General Meeting

#### Article 10 The General Meeting: Composition

- 10.1 The General Meeting shall be composed of all the members of the Association.
- 10.2 Each member has one voting right.
- 10.3 The General Meeting is chaired by the chairman of the Supervisory Board.

#### Article 11 The General Meeting: Convention

11.1 The members of the Association shall meet in ordinary General Meeting at least once a year. The General Meeting shall also meet whenever the Supervisory Board considers that it is needed or at the request of half of the members of the Association. These requests shall be submitted to the Supervisory Board.

11.2 The General Meeting shall convene at the location indicated in the notice of meeting. This notice shall be sent by the Secretary General, by letter, fax or e-mail four weeks before the General Meeting and shall include the agenda.

11.3 The General Meeting may only deliberate if the members present represent at least fifty percent plus one of the total number of votes as determined in Article 10.2. If this quorum is not reached, a new Meeting shall be convened, in accordance with Article 11.2, which shall validly deliberate regardless of the number of members present.

The decisions of the General Meeting shall be taken by a simple majority of the votes present.

11.4 When decisions concern the following questions for which 2/3 of all voting rights shall be required to pass the resolution:

- amendment to the Statutes;
- the exclusion of any members; and
- the winding up of the Association.

Abstention shall not be taken into account in the vote. Voting shall be by secret ballots.

11.5 Statutory changes shall enter into force only following their approval by the competent authority according to Article 50 §3 of the Law of 27 June 1921 and their publication in the appendices to the "Moniteur belge" according to Article 51 §3 of the Law of 27 June 1921.

11.6 The decisions of the General Meeting will be kept by the Secretary General in the minutes register, kept in the Association's headquarters or any other location approved by the Supervisory Board.

11.7 All members shall be informed of the decisions taken by the General Meeting by post, fax or email.

11.8 No matter may be taken decision on which is not included in the agenda.

#### Article 12 The General Meeting: Powers and responsibilities

The General Meeting shall hold all powers, in particular it shall be exclusively competent to:

- approve the annual accounts and determine the Association's budget on a proposal from the Supervisory Board ;
- set the amount of the annual membership fee and the special contribution of the members on a proposal from the Supervisory Board ;
- accept the strategic plan on a proposal by the Supervisory Board and the Secretary General;
- elect, dismiss the members of the Supervisory Board and grant the discharge from their duties;
- nominate an election committee
- amend the Statutes on a proposal of the Supervisory Board;
- exclude any members; and
- wind up the Association.

The purpose of these guidelines is to give guidance as to the expectations of the hosting organization and to give clarity as to the responsibilities of different parts of the AGM as well as gather in one place the procedures for various parts of the AGM as well as a check list and time frame for planning an AGM. Part 1



is orientated towards the Hosting Organisation and Part 2 is orientated towards the Supervisory Board and Secretariat.

## **PART 1 – Hosting a Eurodiaconia Annual General Meeting**

Hosting an AGM is an undertaking for any organization and resources, particularly human, need to be available from the prospective hosts to be able to plan, execute and evaluate an AGM. However, hosting an AGM should not be a burden to a Member Organization and as such these guidelines serve to give a clear indication of what the expectations are of a prospective host.

### **Responsibilities of Hosting Organisation**

#### Venue

The Hosting Organisation must identify a suitable venue for the AGM. The AGM is normally held over three days. The venue should include the following:

- One plenary hall, suitable for 50 – 60 persons in either theatre, classroom or banquet style seating
- Working Space for up to four working groups at any one time,
- An area for displays of materials and information

All of these spaces should be available from 8 am – 6 pm on each day of the AGM unless other arrangements are made by the Secretariat.

Where ever possible, a room should be available for meetings and secretariat preparation for the whole duration of the AGM.

Additionally, a room should be available for the Supervisory Board to meet prior to the opening of the AGM and after the closing of the AGM.

Where ever possible, all venues should be accessible to persons of reduced mobility.

Facilities should be available in the plenary hall for audio visual presentations including projection equipment and amplification. If required, the plenary hall should be suitable for the installation of interpretation equipment.

The proposed venue should be located near to public transport and be within easy reach of hotels and other facilities.

A variety of accommodation should be proposed by the Host Organisation if accommodation is not available at the conference venue or where various prices of accommodation are preferred. Due to the varying situations of Eurodiaconia members it is suggested that at least three options of accommodation are available ranging from 40 – 60 Euros; 60 – 80 Euros and 80 Euros plus (guideline only and dependent on local situation in host country). Delegates are responsible for booking their own accommodation however it may be prudent to be able to block book rooms in an appropriate hotel which can then be released to Eurodiaconia delegates using a special code.

The following meals should be provided:

- Day 1 lunch (sandwiches etc. or cultural equivalent)  
Afternoon tea/coffee and biscuits/fruit  
Evening meal – minimum 2 hot courses plus 1 – 2 glasses of wine/water per person. Buffet style is acceptable.
- Day 2 Morning Coffee/tea and biscuits/cake  
lunch (sandwiches etc. or cultural equivalent)  
Afternoon tea/coffee and biscuits/fruit  
Evening meal – minimum 2 hot courses plus 1 – 2 glasses of wine/water per person. Buffet style is acceptable.





Day 3 Morning Coffee/tea and biscuits/cake  
Lunch (sandwiches etc. or cultural equivalent)

It is assumed that breakfast will be provided at the accommodation.

Water should be available in the conference rooms at all times.

Possibilities for printing, photocopying and internet access (preferably Wireless) should be available in the AGM venue.

#### Additional Responsibilities

##### Opening Act of Worship and daily devotions

The Host Organisation is responsible for an opening service to dedicate the meeting to God. Such a service should include prayer, music and a relevant message/sermon for the AGM. This service is normally led by members of the Hosting Organisation or related Church and normally included words of welcome from the Hosting Organisation and/or related Church as appropriate. This service should last no more than 30 minutes and will be the first programme item of the AGM

The Host Organisation is also requested to present two short morning devotions for days 2 and 3 of the conference,

##### Travel Information

The Host Organisation should provide information on travel from airports and train stations to the AGM venue, the hotels proposed and between the hotels proposed and the AGM venue. A contact number of delegates to reach a host representative on the opening day of the conference is also required.

If needed, the host organization is responsible for providing the necessary documentation for Visa's.

##### Finance

Although Eurodiaconia holds responsibility for the total AGM Budget, it is the responsibility of the Host to ensure costs for their responsibilities are possible in the event budget. Indications of prices must be given at the time of presenting a candidature for hosting an AGM and these will then be revisited if an offer to host has been accepted. If the Host wishes to offer to pay for one meal or other cost of the AGM then this should be indicated in the proposal for hosting however this is not obligatory but is welcomed. All costs must be approved by the Eurodiaconia Secretary General before any contract is entered into.

##### Guests

The Host Organisation may wish to invite particular partners or dignitaries to the AGM. This is very much welcomed however the invitation should ideally be co-signed by Eurodiaconia.

##### Communications and PR

The Host Organisation is responsible, where possible and appropriate, to invite journalists and other media to report on the AGM. No statements may be issued on behalf of Eurodiaconia without the approval of the Secretary General.



## Planning and Co-ordination

The Host Organisation should appoint one person to be the main contact person with the Eurodiaconia secretariat and as much as possible communication should flow between the Secretary General of Eurodiaconia and the named contact person of the Host Organisation. During the AGM at least one representative of the Host Organisation should be on hand at all times to deal with any arising issues at the AGM and to assist delegates.

At least one planning meeting should be held between the hosts and the Secretary General to visit the venue, agree budget and decide other issues. Ideally this should be held in January of the year of the AGM.

## Entertainment

The Host Organisation is welcome to propose cultural entertainment for at least one evening where possible. This could be traditional music, dancing etc. or a trip to cultural landmarks.

## Visits to Host Organizations Projects

Where the programme of the conference allows for it, visits to diaconal projects would be most welcomed. Discussion on who best to do this will take place at the planning meeting.

It should be noted that the programme of the event is the responsibility of the Eurodiaconia Supervisory Board and they are assisted by the secretariat in its planning.



## Part 2 - Organizing a Eurodiaconia AGM

### Planning

The following calendar notes all the tasks to be carried out for a Eurodiaconia AGM, the person responsible and relevant notes. This should be reviewed and revised following each AGM.

WHEN	WHAT	WHO
December	<ul style="list-style-type: none"> <li>✓ Supervisory Board agrees theme and outline of Programme and decides on any major issues e.g. membership fee or statute changes. Provisional Budget produced and discussed if possible.</li> <li>✓ Decision to be taken on need for interpretation</li> </ul>	Supervisory Board Secretariat
January	<ul style="list-style-type: none"> <li>✓ Meeting with hosts to agree venue info, programme outline, budget</li> </ul>	Secretariat Hosts
February	<ul style="list-style-type: none"> <li>✓ Approval of Fee for AGM by Supervisory Board (by email)</li> <li>✓ Booking and Information Pack sent to MO's (including request for financial assistance)</li> <li>✓ Confirm Interpreters and Equipment</li> <li>✓ Invitations sent to invited guests/partners</li> <li>✓ Contact taken with proposed speakers</li> </ul>	Secretariat
March	<ul style="list-style-type: none"> <li>✓ Reminders for registration in weekly news letters</li> <li>✓ Deadline for requests for financial assistance. Agree what support to be provided and inform delegates and hosts.</li> <li>✓ Preparation of templates for documents and presentations</li> <li>✓ Book travel and accommodation for Staff and Board</li> </ul>	Secretariat
April	<ul style="list-style-type: none"> <li>✓ Supervisory Board to approve final programme, agree on documents, motions for voting and presentation of accounts.</li> <li>✓ All documentation sent to MO's and guests one week after the SB meets</li> <li>✓ Invoices sent for fee</li> <li>✓ Final information letter sent with information on transport, contact etc.</li> <li>✓ Prepare AGM handbook</li> <li>✓ Chase up final registrations</li> </ul>	Supervisory Board Secretariat
May	<ul style="list-style-type: none"> <li>✓ Preparation of presentations, discussion sessions etc.</li> <li>✓ Confirm with hosts any special requirements for delegates e.g. diet or mobility</li> <li>✓ Agree and prepare contents of welcome pack</li> <li>✓ Arrange registration procedure</li> <li>✓ Prepare Voting Papers etc.</li> <li>✓ Prepare Chairs Agenda and final programme</li> <li>✓ Organize dressing of conference hall</li> </ul>	Secretariat Hosts
June	<ul style="list-style-type: none"> <li>✓ Hold AGM</li> </ul>	ALL
July	<ul style="list-style-type: none"> <li>✓ Thank you letters to hosts and others as necessary</li> <li>✓ Publish minutes, record of decisions and report of AGM on website and send to all members</li> <li>✓ Prepare summary of issues raised for next Supervisory Board</li> <li>✓ Receive evaluation from host</li> <li>✓ Hold evaluation with staff team</li> <li>✓ Revise planning document</li> <li>✓ Prepare internal report for Supervisory Board on AGM.</li> </ul>	Secretariat Hosts Supervisory Board

### Documentation

Each AGM requires a certain number of documents to be circulated in advance to members to assist them and prepare them for their participation in the AGM. The number of documents and content



will vary depending on the programme of the AGM but it could be anticipated that the following will be required:

Document	Purpose
Minutes of the Previous AGM	For Approval by the AGM
Agenda and programme	Information on content of meeting
List of candidates for election to the Supervisory Board	For information to prepare vote.
Financial Report on previous year and current year (the latter for information)	Previous year report for adoption by AGM Current year for information
Annual Report for previous years	For adoption by the AGM
Proposed financial and work plan for next year	For adoption and agreement
Information on agenda items/speakers/working groups as needed	For preparation and information

It is also suggested that members are sent the most recent version of the Statutes in advance of the AGM. Since 2009 the practice has been to provide no paper copies of documents. All documents are sent by email to delegates and Member Organizations and should be available through the website.

### **Interpretation and Translation**

Traditionally, interpretation German – English is provided at the Annual General Meeting and all AGM documents are translated into German from the original English (the current majority language). Depending on the needs of members and the cost of equipment and personnel, the Supervisory Board may decide to withdraw interpretation facilities and provide alternative means of language support – e.g. paying for an additional delegate from a particular member to provide whispered translation. With regards to documents, they are normally translated into German and it is anticipated that this will continue in line with the policy on translation of other documents and publications.

### **Guests**

A number of partners of Eurodiaconia should be invited as a matter of course – these include but are not limited to:

Organisation	Who
Conference of European Churches	Director, Church and Society Commission Executive Secretary responsible for Social Policy
Ecumenical Diaconal Year Network	Secretary General, members of Board
Interdiac	Director and others as appropriate

Other possible guests could include, depending on the content of the meeting and the developing relationships:

- Churches Commission on Migration in Europe
- Caritas Europa
- Social Platform
- European Anti-Poverty Network
- Representatives of organizations wishing to join Eurodiaconia
- Representatives of other organizations active in Diaconia – e.g. educational and research institutes

All guests must attend at their own cost although the conference fee may be waived by the Secretary General in individual cases. The host organization may add to the guests based on local need.



## ***Programme***

Traditionally, the programme of the AGM is organized over three days although this may be changed by the Supervisory Board if they wish. Variety in presentation methods and ways of work is encouraged and the participation of all members of the Board in presenting agenda items and facilitating working groups etc. is encouraged. Normally, time is set aside for the Regional Platforms/Groupings to meet during the AGM. Strategy should be led by the Supervisory Board. Work plans can be presented by the Secretary General as can reviews of previous years. The Financial Advisor, Chairman and Secretary General should discuss together the best way to present agenda items relating to finance. Any other items can be chaired by any member of the Board in agreement with the Chairman. The Secretary General will prepare a 'Chairs agenda' for all AGM chairs to guide them through the programme and procedure and assist them in keeping time.



## PROFILE OF EURODIACONIA SUPERVISORY BOARD MEMBERS

### Over all responsibilities

Supervisory Board members provide strategic direction and governance to the organization in between Annual General Meetings. They ensure that the organization is working in line with its vision, mission and objectives. The Supervisory Board also monitors the work of the secretariat, particularly the Secretary General, to ensure that the needs of members are being met and that decisions taken by the AGM and at Board meetings are implemented correctly, timely and appropriately. Although it is the Secretary General who is responsible for the day to day management of the organization and its resources, the Supervisory Board has a responsibility to set the direction and orientation for the Secretary General along the lines agreed at the AGM.

A usual Supervisory Board meeting will normally cover the following general agenda items:

- Report of Office Activities
- Working with partners
- Membership Issues
- Governance Issues including preparation of Annual General Meetings
- Strategy and Finance including implementation of the operational plan, evaluation, financial strategies and accounts and strategic planning
- Policy and Programme including updates on advocacy and policy work and approval of policy papers and updates on the work of working groups and networks

Board members look to guide the interests of the organization as a whole and are not members of the Board on behalf of one organization but rather as a collective representation of all the membership. As such, Board members should not be pursuing a member agenda but rather working in the best interests of all members.

### Time Requirements

The Supervisory Board meets 4 times a year. One of those meetings is held prior to the Annual General Meeting necessitating an early arrival for the AGM. The other three are normally held over a two day period in Brussels. In the future, it is planned that Supervisory Board meetings will take place in February, April, June (AGM) and October. This time frame has been identified as the best for planning and budgeting each year.

Normally meetings will start at 11 am on the first day and concluded by 12.30 pm on the second day to accommodate travel arrangements. Supervisory Board members are expected to be prepared for Board meetings and have read documents in advance.

In addition to the actual Supervisory Board meetings elected members are expected to attend the Annual General Meeting (3 days including the Board meeting) which normally takes place in late May/early June.



There are no other 'attendance required' activities however Supervisory Board members may be asked to participate in activities such as conferences and other meetings but this is always optional based on members availability. However, Supervisory Board members should be able to follow the work of the secretariat between meetings and respond to some requests by email.

## **Knowledge, skills and experience required**

A wide variety of knowledge, skill and experience is required on the Supervisory Board although it is not expected that every member has everything in this list!

A board works most effectively when there are complementing skills between members and as a result members are able offer their skills as part of a team working for a common purpose. For the Supervisory Board, the following knowledge, skills and experience have been identified as being required for the work of the Supervisory Board:

- Knowledge of the member organisations of Eurodiaconia and their needs and expectations from a European network.
- In-depth knowledge of the theological perspectives of Diaconia and its practical implementation through social service. Clear understanding of the origins of Diaconia and the place of Diaconia in the christian faith and the mission of the Church, particularly from a contextual perspective. Understanding of the different expressions of Diaconia e.g. institutional social services, parish based diaconia, prophetic diaconia etc.
- Understanding and knowledge of the ecumencial environment in which Eurodiaconia participates and the various relationships required and developing.
- Senior level leadership experience (either as professionally or voluntarily) of a membership network and the strategies and opportunities needed in such a network.
- Experience and knowledge of Strategy Development, monitoring and implementation
- Experience and knowledge of Financial Strategies and financial management
- Experience and knowledge of Fund Development
- Experience and knowledge of effective membership orientated communication and information strategies
- Ability to identify and assist connections with potential members of Eurodiaconia and contribute to overall strategies of membership recruitment and development
- Experience and knowledge of Advocacy/Policy Development in the field of social policy e.g. social services, migration, poverty, exclusion, roma, elderly people, youth, volunteering etc
- Experience and knowledge of training, education and research activities in diaconia and social policy
- Experience and knowledge of current practice in organisational Governance best practice.
- Experience and knowledge of Human Resource Management in NGO's.
- Experience and knowledge of the European political framework and institutions on both a strategic political and a practical level including knowledge of current and potential partners.

## **Languages Required**

It is important to note that the work of the Supervisory Board is conducted in English. Therefore all members of the Board should be able to understand and follow work in this language. However, German is also used as a working language in Eurodiaconia and if there is a need to provide support for a Board member who prefers to use German then this can be discussed and arranged.