

## *Advertising, sponsorship and endorsement policy*

QCOSS receives many requests for endorsement of products and services provided by not for profit and for profit vendors in Queensland. QCOSS does not generally endorse service providers or consultants. QCOSS does allow advertising in its publications and other media, sponsorship of its events and will maintain a consultant and service provider register for the information of the public.

QCOSS will not endorse a service provider or consultant without the express permission of the Board. These requests will only be supported where there is a clear benefit to QCOSS in making the endorsement, the endorsement assists QCOSS achieve its strategic objectives and the endorsement presents no significant conflict of interest.

### **Advertising**

QCOSS may permit service providers to advertise in QCOSS electronic (Focal point) or hard copy publications subject to the approval of the Senior Manager, Communication, compliance with any terms set and published from time to time, and payment of the relevant fee, where applicable. Advertising does not constitute endorsement.

### **Sponsorship**

QCOSS may seek or permit sponsorship for QCOSS events subject to the approval of the Senior Manager, Communication, compliance with any specific terms set by the Senior Manager, Communications and payment of the relevant fee, where applicable. Sponsorship does not constitute endorsement.

### **Register of service providers**

QCOSS will maintain a register of service providers and consultants that provide services direct to community sector organisations, which will be published on the QCOSS website. Permission to advertise on the register is subject to the approval of the Senior Manager, Communication and compliance by the service provider or consultant with the conditions outlined in the procedures below. Permission to advertise on the register does not constitute endorsement, and may be withdrawn at any time. Where recommendations for consultants or service providers are sought from QCOSS employees they will be referred to the register.

QCOSS will not permit advertising, sponsorship or registration on the Consultant/Service Provider Register where it would bring QCOSS into disrepute, where a significant conflict of interest arises or where it is otherwise considered to be inappropriate to do so.

Where the Senior Manager, Communication refuses permission for a vendor to advertise in QCOSS online or hardcopy publications, sponsor an event or advertise on the register, and the service provider or consultant disagrees with that decision, they may make a complaint in accordance with the QCOSS complaint handling procedures.

The following procedures will apply:

- *Endorsement:* Service Providers and Consultants seeking endorsement can apply in writing to the CEO, who will refer the request to the Board for determination.
- *Advertising:* Service Providers and Consultants can advertise their services, events and vacant employees or board positions via Focal point, the QCOSS website or some other means. The rates will be set and adjusted from time to time and published on the QCOSS website. QCOSS members will be permitted to advertise at discounted rates or free of charge. Service providers wishing to advertise should contact QCOSS Event and Membership Officer or check the QCOSS website for more details.
- *Sponsorship:* QCOSS may from time to time seek and obtain sponsorship for QCOSS events. All sponsorship arrangements are subject to the approval of the Senior Manager, Communication. Sponsorship terms, conditions and fees will be agreed prior to the event and formalised in writing.
- *Service Provider/Consultant Register:* The QCOSS Service Provider/Consultant register will be published on the QCOSS website. Registration shall be subject to the following conditions:
  - Sole trader consultants wishing to register must be individual members of QCOSS. Companies, partnerships or incorporated associations wishing to register must be organisational or associate members of QCOSS as appropriate. Registration shall only be permitted where the service provider or consultant provides services directly to community sector organisations.
  - Registration shall be free of charge. Registration will not be permitted where it may bring QCOSS in to disrepute. All registrants must hold an ABN, provide it to QCOSS and agree to display it in the register. Registrants must agree to publication of their trading name, the name of the principal or CEO, email details, postal address, fax details, phone details, a short summary of the service they provide, and their ABN. Registrants may also display their website address in the register, where applicable. Registrants must immediately notify QCOSS of any investigations by taxation, securities, fair trading or other government regulators. Registration may be suspended pending the outcome of those investigations.
  - This policy does not apply to the management of the Community Door Website, which is governed by a separate set of policies.

**This policy forms section 5.1 of the QCOSS Employee Handbook, Quality Management System.**



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