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1. Introduction

CLAN is a not for profit, non-government organisation operating in Australia and overseas. CLAN values its relationships with its partners, stakeholders, donors and volunteers who support its plans and activities to achieve its purpose and goals. CLAN is committed to disclosing information in an accessible format that is accurate, relevant and as required.

2. Purpose

This policy outlines CLAN's commitment to transparency and accountability in planning, actions implementation and review of its programs and activities.

3. Scope

This policy applies to CLAN, its governing body, members, partners, affiliates, contractors, staff, volunteers, and supporters.

Transparency	The basis for trust between CLAN and all those involved in its activities which may include CLAN projects, financial management, legal requirements, reporting, presentations to health bodies, and any other business or activities. Transparency involves being honest, respectful and open when communicating with stakeholders about matters related to CLAN.
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5. Policy

The purpose of this policy is to recognize the importance of transparency and accountability to build trust to promote positive relationships to achieve identified goals and outcomes. This policy requires CLAN to communicate in a transparent manner ensuring that all information that is not subject of privacy requirements and relevant permissions can be shared openly in a timely, relevant and accurate format, with any exceptions clearly and reasonably explained. For example, identities and data that is not de-identified or not suitable for dissemination in that it could potentially create unnecessary harm which, does not accord with CLAN's operating principle of 'do no harm'.

Communications and information to be shared with the public is reviewed for transparency and decisions made about when and how this is to be delivered. CLAN is committed to

disclosing timely, relevant and accurate information in an accessible format, with any exceptions clearly and reasonably explained, for example, data protection issues that may occur. This Policy is to be read in conjunction with CLAN's Guidelines for Public Materials where relevant.

CLAN's website includes opportunity for requests to be made to CLAN about CLAN activities. CLAN reserves the right to assess and respond to inquiries or requests based on legal and other professional requirements relevant to CLAN's work.

Further, CLAN welcomes input and feedback including contributions, compliments and complaints from stakeholders and interested parties and will deal with these interactions in accordance with policy and procedures in a transparent and open manner.

6. Procedures

Procedures to recognise the importance of, and to implement transparency and accountability in CLAN's activities are outlined below.

6.1 Governance

CLAN is committed to share information regarding its governance structure, legal status, its purpose and activities through various communication channels, not limited to, CLAN's website, annual reports, newsletters, international forums, communications, such as social media, emails, etc and publications.

CLAN will never divulge the identify (name or image) of any individual who has not given permission to do so.

CLAN's Constitution lists its legal requirements for its status as a not-for-profit, non-governmental charity registered as an incorporated association in NSW. CLAN is also a member of the Australian Council for International Development (ACFID), and is accountable for meeting their requirements and Code of Conduct.

CLAN's Board activities are governed by its Constitution, as required for Incorporated Associations registered under the *Australian Privacy Act 1988(amended 2013)*, *Associations Incorporation Act 2009 (NSW)* and the *Associations Incorporation Regulations (2016) NSW*.

6.2 Financial Management

CLAN is committed to transparency and integrity in managing its finances. CLAN's finances are managed by a registered company auditor, reviewed by CLAN's Board and reported as required.

6.3. Programs and activities

CLAN will disseminate relevant information about its partners, programs, outcomes and lessons to partners, volunteers, donors, and the public as relevant.

Prior to planning CLAN activities, research is undertaken about to assess identified participants and other relevant bodies or groups. This may include a transparent assessment of a potential partner's legality, capacity, commitment and resources that may impact on outcomes on groups involved in a program. Such information received is kept private unless permission is given by the potential partner, identified participants and other relevant bodies or groups. The privacy of all participants is respected and personal information received is protected. Permission must be received from participants for sharing personal information, and with whom.

Information about CLAN programs are shared with potential participants about their rights and responsibilities. The privacy of all participants is respected and personal information received is protected. Permission must be received from participants for sharing personal information, and with whom.

CLAN is permitted under the Australian *Privacy Act 1988* (Division 2.16) to disclose information about an individual in permitted situations.

CLAN's communications about its activities are shared as relevant to different parties, and aim to protect the privacy, dignity and well-being of participants. Information to be shared is checked for accuracy and potential outcomes of sharing.

6.4. Policies

CLAN regularly updates its policies and these are shared on CLAN's website. CLAN's policies are also provided to partners as they are required to commit to implementing relevant CLAN policies when involved in CLAN's programs.

6.5 Risk Assessment

CLAN undertakes regular reviews of its policies and procedures and updates these as required in response to legal requirements, change requiring updated or new policies, lessons learnt, or identified needs.

6.6. Contracts, MOUs, Agreements

CLAN will collaborate openly with potential partners prior to creating a contract, MOU or Agreement in order to determine agreed terms, conditions, goals and desired outcomes. This will include the safety and welfare of children involved in each program activity.

- CLAN's programs require documentation, agreed terms and conditions, and honest reporting for all its activities including its work with partners, donors, volunteers, and relevant professionals involved in particular activities. This includes transparency about the use of funds and resources for CLAN programs and activities. Periodic

reviews during a program are undertaken and shared with participants during and at the conclusion of a program.

- Opportunity is committed to providing stakeholders with opportunities to provide input and feedback through events, surveys, meetings, phone calls and email. We value all types of input and feedback including compliments, suggestions and complaints as they provide an opportunity to monitor community sentiment and trends, and enable us to foster organisational learning. We take this input on board in an open, accepting and respectful manner and respond to feedback in a timely and appropriate manner.
- CLAN's records for each program undertaken in countries outside Australia will include a summary of its activities and related expenditure for each country and shared with relevant parties. 7.2.3

7 Requesting Information

7.1 How to make a request for information

Visit CLAN's website for a Contact Form at info@clanchildhealth.org.au or CLAN (Caring and Living as Neighbours) Inc, PO Box 996, Toronto NSW 2283

7.2 How to respond to requests for information

- 1) When request is received acknowledge the sender's request for information, e.g. by email, mail or phone.
- 2) Check and confirm if the information requested is approved for sharing or distribution e.g either private to that person/organisation, and/or how broadly it may be shared.
- 3) Send information to person or organization requesting the information and require that they send a response acknowledging receipt of the information.

8. Policy review

This policy will be reviewed bi-annually.

9. Related documents

CLAN Complaint Management Policy

CLAN Whistleblower Policy