

# TRANSPARENCY AND ACCOUNTABILITY POLICY

Version	01	Scheduled review	29/08/2027
Staff Consultation:	16/05/2024		
Board Approval:	29/08/2024		

## INTRODUCTION

Palms Australia is committed to being transparent in our work and accountable to our stakeholders and community. We are committed to disclosing timely, relevant, and accurate information in an accessible format. We hold ourselves accountable to people in the communities where we work, to our partner organisations, to the public, our donors as well as all Palms Australia stakeholders.

We recognise that transparency and accountability build trust and help those relationships to flourish.

Palms Australia complies with relevant legislation, ACNC Standards and funding and contractual requirements of donors. Our commitment to transparency and integrity within financial management is demonstrated through application of external audits and published annual audited financial statements on our website.

## DEFINITIONS

Palms Australia stakeholders refers to any person acting on behalf or under the name of Palms Australia including Palms Australia Board members, casual, permanent and contract staff, interns, volunteers, program participants (including international volunteers, Encounter Tours participants and Encounter Training students), members, implementing partners, contractors, consultants, community members where Palms Australia operates, and members of the public

## PRINCIPLES

### Transparent Information

Palms Australia openly shares information on its website including:

- Our Constitution, legal status and organisational purpose
- Annual audited financial statements
- Organisational policies and statements relevant to stakeholders external to the organisation
- Annual Reports
- Our Governance structure, details of Board and sub committees
- Details of organisational memberships and registrations within the sector

### Information that will not be made public includes:

Confidential information and correspondence relating to employees, volunteers, program participants, donors and partner organisations; candidate information and applicants for roles; information relating to sensitive operational matters; and sensitive commercial information.

### Reasons for not disclosing information include:

**Privacy:** Information private to individuals concerned, as outlined in the Privacy Policy.

**Confidential Information:** Information because of a legal, commercial or contractual reason, or issues under negotiation. **Intellectual Property and Copyright Information:** In some cases, Palms is not able to disclose information because it is under copyright or provided to us under obligation of confidentiality.

**Security:** Palms Australia will not disclose information where we consider it could jeopardise our ability to operate or for the safety of our staff, volunteers and that of our partner organisations.

**Harm to Operations:** Palms Australia will not disclose information that could compromise or harm our work.

**Other:** Information concerned entirely with internal administration or operating systems. Internal working papers that address future plans or drafts of work.

## HOW TO MAKE A REQUEST FOR INFORMATION

A request for information can be made by any of the following methods:

- Via email: palms@palms.org.au
- Via phone: +61 2 9560 5333
- Via post: please visit our website [here](#) for more details.

For out most current contact information, please visit our website.

Requests for informational will be considered on a case-by-case basis. Constraints around privacy, legal obligations, protection of partners or violations of Palms Australia values may result in Palms being unable to share certain information.

## RELATED DOCUMENTS

Finance Policy  
 Media Relations Policy  
 Finance Policy  
 Fraud and Corruption Prevention Policy  
 Complaint Management Policy  
 Privacy Policy  
 Procurement Policy  
 Honesty and Disclosure of Interest Policy

## REVIEW

This policy will be reviewed from time to time in light of current good practice and applicable regulatory advice.

## VERSION CONTROL

Version Number	Purpose/ Change	Author	Date
01	New policy	Jen Wiggins	15 May 2024