

	Transparency and Accountability Policy and Procedure	
	Type: Policy/Procedure	Revision: 1.0
	Document Owner: Governance	Date Reviewed: N/A
	Approved By: Board	Approval Date: 27.04.22
	Effective Date: 27.04.22	Document No: ORH-34

1.0 INTRODUCTION

Our Rainbow House values our relationship with our members, donors, volunteers and other stakeholders who partner with us to enable Our Rainbow House to achieve our purpose.

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

Our Rainbow House is committed to being transparent in our work and accountable to our stakeholders and community. This is reflected throughout our policy documents.

2.0 DEFINITIONS

Employee shall mean any board member, employee, student placement, apprentice, contractor, sub-contractor or volunteer.

3.0 SCOPE

This policy applies to:

- Board members
- All staff, including full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers

4.0 PURPOSE

The purpose of this document is to recognise the importance of transparency and accountability and facilitate the development and implementation of measures by Our Rainbow House's Board and Staff to provide appropriate transparency and accountability.

5.0 POLICY STATEMENT

5.1. Reporting

1. Our Rainbow House complies with its legal and contractual reporting obligations. They include:
 - a. Reporting annually to our members, in accordance with the requirements of the Association Rules, on our activities in the preceding year, and providing an opportunity for questions;
 - b. Preparing financial reports as required by law;
 - c. Preparing an annual report in accordance with the requirements of the Australian Council for International Development;
 - d. Reporting to the Australian Taxation Office, and/or other relevant Commonwealth Government departments, in accordance with the requirements of our Deductible Gift Recipient status;

- e. Reporting to the Australian Charities and Not-for-profits Commission.
2. In addition to specific legal and contractual obligations, Our Rainbow House will consider each year whether there are any other stakeholder relationships which could benefit from receiving a report on our activities and performance.
 3. In preparing reports, Our Rainbow House will consider the extent to which we can report on each of the following matters:
 - a. The purpose of Our Rainbow House:
 - i. A report on the purpose of Our Rainbow House involves explaining the environment in which we operate. It includes reporting on our mission, vision and values, and explaining our organisation's relevance in the current environment.
 - b. Our Rainbow House stakeholder reporting and engagement
 - i. This includes reporting on how stakeholder relationships are managed, how employees and volunteers are recruited, trained, rewarded, retained and recognised, and how our organisation is funded.
 - c. Fundraising and investments
 - i. This includes reporting on the source of funds, fundraising and funding targets.
 - ii. It includes reporting on accountability mechanisms governing the use of the funds.
 - iii. It includes an assessment of Our Rainbow House's ability to maintain the current levels of funding in the future, and how our fundraising approach is being evolved or adapted to changes in circumstances.
 - iv. It includes reporting on investments, and the management oversight and skills in Our Rainbow House to manage investment risks and performance.
 - v. It includes reporting on movements in the level of funding, particularly where it has fallen in any year.
 - d. Business strategy and mission
 - i. This includes explaining the strategy and structures that enable Our Rainbow House to operate and to grow.
 - ii. It includes identifying the priorities and associated budgets and allocation of resources.
 - iii. It also includes honest self-assessment and disclosure of performance and plans to address underperformance and/or ongoing challenges, recognising that this helps to build trust.
 - e. Governance structure and processes
 - i. This includes reporting on governance structures, systems, processes and how risk management frameworks are aligned with those structures, systems and processes.
 - ii. It includes providing clear diagrams of our organisational structure with reporting lines and key roles identified.
 - iii. It includes disclosure of qualifications, experience and length of service of the members of the Board, Director and senior management.
 - iv. It includes reporting on how Our Rainbow House identifies and manages risks, and what risks are specific to Our Rainbow House, in addition to general risks.
 - f. Activity and performance
 - i. This includes reporting on outputs, outcomes and impacts.
 - ii. It also includes reporting on key performance indicators.
 - g. Financial performance and position
 - i. This includes reporting on sources of revenue, revenue recognition policies and a discussion and analysis of the factors affecting our organisation's financial performance.

4. In undertaking our function of reporting to stakeholders, Our Rainbow House must be mindful of our Privacy Policy, underpinned by privacy law obligations, and we must take care to act in the interests of Our Rainbow House.
5. Deliberations of the Board and its sub-committees shall be dealt with in accordance with the Board Confidentiality Policy.

5.2. Client Records

Our Rainbow House will deal with client records in accordance with its privacy law obligations.

5.3. Staff Records

Our Rainbow House will deal with staff records in accordance with the *Fair Work Act 2009* (Cth), and our Privacy Policy and privacy law obligations.

5.4. Member and Donor records

Our Rainbow House will deal with member and donor records in accordance with our Privacy Policy and privacy law obligations.

5.5. Access to Minutes of General Meetings and the Members Register

Access to minutes of general meetings and the Members Register will be provided in accordance with the Association Rules.

6.0 PROCEDURE

1. We are committed to disclosing timely, relevant and accurate information in an accessible format.
2. We are committed to transparency and integrity in our financial management. This is demonstrated by external auditing of Our Rainbow House's finances by a registered company auditor. The resulting annual financial report is reviewed by the board at Our Rainbow House's Annual General Meeting and made available to all stakeholders on our website. (www.ourrainbowhouse.org.au).
3. Information regarding our governance structure, legal status and organisational purpose can be found on our website.
4. Our Rainbow House will disseminate information about results and lessons to all stakeholders – primary stakeholders, partners and donors – via our newsletter, social media pages and Annual Report. Newsletters and Annual Reports can be found on our website.
5. Our Rainbow House shares information of formal partnerships with other organisations on our website, through our newsletters, social media pages and Annual Reports.
6. Our Rainbow House shares organisational policies that are relevant to stakeholders external to the organisation on our website.
7. Any information about Our Rainbow House activities, except for information deemed confidential as part of the Board Members' Confidentiality Policy, and information that is considered a data protection concern, are available to members on request via email to admin@ourrainbowhouse.org.au.
8. How to make a request for information:

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

- Email us at admin@ourrainbowhouse.org.au
- Phone us on +61 407 040 251
- Mail us a letter to 4 Powell St, Emerald, Queensland 4720 Australia

9. How we will respond to requests for information:

- Acknowledge the senders request for information once received. This may be by an email notification.
- Confirm that the information requested is on the approved list for distribution.
- Collate information and send to the requester.

7.0 REVIEW

Date of next review: 27/04/2024