

	Transparency and Accountability Policy and Procedure	
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1.0 INTRODUCTION

Our Rainbow House values the relationships we have with our members, donors, representatives, and other stakeholders who support our mission. We recognise that transparency and accountability are essential for building trust and ensuring that these relationships thrive. Our Rainbow House is committed to being transparent in our operations and accountable to our stakeholders and the communities we serve. This commitment is reflected throughout our policies and practices.

2.0 REFERENCE

Fair Work Act 2009 (Cth)

Our Rainbow House Association Rules

Our Rainbow House Confidentiality Policy and Procedure

Our Rainbow House Partnership Agreement Template

Our Rainbow House Privacy Policy and Procedure

3.0 DEFINITIONS

Board means the governing body of Our Rainbow House.

Representative shall mean any board member, staff member, volunteer, student placement, apprentice, contractor, sub-contractor or any other person who is caused to undertake tasks or duties on behalf of Our Rainbow House.

Stakeholder means a person or group having an interest in the performance or success of our organisation.

4.0 SCOPE

This policy applies to:

- all representatives of Our Rainbow House
- all external partners.

5.0 PURPOSE

The purpose of this document is to:

- recognise the importance of transparency and accountability.
- facilitate the development and implementation of measures by Our Rainbow House to provide appropriate transparency and accountability.

6.0 RESPONSIBILITIES

Board: is ultimately responsible for ensuring that Our Rainbow House meets its legal, regulatory, and ethical obligations relating to transparency and accountability. The Board reviews and approves key reports, such as the Annual Report and audited financial statements.

Director: is responsible for the day-to-day implementation of this policy, including ensuring that reports are accurate, timely, and accessible, and that stakeholders have appropriate channels for accessing information.

Representatives: are responsible for upholding the values of transparency and accountability in their roles, ensuring the accuracy of information they share, and directing stakeholders to official information channels where appropriate.

Third-party partners and contractors: are expected to comply with the relevant aspects of this policy as outlined in their Partnership Agreements with Our Rainbow House.

7.0 POLICY STATEMENT

Our Rainbow House is committed to operating in an open, honest, and transparent manner with all stakeholders. We acknowledge our accountability to our members, donors, partners, regulators, and the communities we serve in Zambia and Australia.

Commitment to Reporting

We are committed to meeting our legal, regulatory, and contractual reporting obligations, which include:

- Reporting annually to members in accordance with the Association Rules, including presenting an overview of activities and allowing time for questions.
- Preparing and publishing financial reports as required by law.
- Submitting annual reports in compliance with the Australian Council for International Development (ACFID) Code of Conduct.
- Reporting to the Australian Taxation Office and other government departments to maintain our Deductible Gift Recipient (DGR) status.
- Reporting to the Australian Charities and Not-for-profits Commission (ACNC).

We also recognise that transparency goes beyond legal compliance. Each year we will assess whether other stakeholders would benefit from receiving reports or information about our performance and impact.

Commitment to Transparent Communication

We commit to making timely, relevant, and accurate information available to stakeholders in accessible formats. This includes:

- Communicating our mission, values, and organisational purpose.
- Outlining our governance structures and leadership.
- Reporting on fundraising, investments, and financial performance.
- Sharing strategy, risk management practices, and performance outcomes.
- Providing clear channels for stakeholders to request further information.

Our reporting practices will always respect *Our Rainbow House Privacy and Confidentiality Policy and Procedures*, and relevant data protection laws.

Records and Access

- All stakeholder, member, and partner records will be managed in accordance with the *Our Rainbow House Privacy Policy and Procedure*.
- Access to minutes of general meetings and the members register is governed by *Our Rainbow House Association Rules*.

8.0 PROCEDURE

These procedures support the implementation of Our Rainbow House's transparency and accountability commitments:

Publication and Sharing of Information

- Key organisational information—including governance structure, legal status, and purpose—is publicly available on our website.
- Annual financial reports, audited by a registered company auditor, are:
 - Reviewed by the Board at the Annual General Meeting.
 - Published on our website and shared with stakeholders.
- We share results, lessons learned, and updates through:
 - Annual Reports
 - Newsletters
 - Social media platforms
- Information about formal partnerships with other organisations is made public through the same channels listed above.
- Policies relevant to external stakeholders are published on our website.

Responding to Information Requests

Any stakeholder may request access to additional information, unless it is classified as confidential or protected under privacy law, by contacting admin@ourrainbowhouse.org.au.

In response, Our Rainbow House will:

- acknowledge receipt of the request via email.
- confirm whether the information requested is eligible for release.
- collate and provide the requested information in a timely manner.

Confidentiality and Limitations

Information will not be shared if it:

- falls under confidential Board or committee deliberations (per the *Our Rainbow House Confidentiality Policy and Procedure*).
- involves personal or sensitive data protected by privacy law.
- could compromise the safety or dignity of individuals or communities we serve.

9.0 REVIEW

Date of next review: 01/05/2027