

Information Transparency Guidelines

WaterAid Australia

Document control

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Version control

Date	Version	Reason for change	Author
20/04/2021	1	Updated	T Muller
08/12/2023	2	Update of Address	J Grospe

Related Policies/Procedures/Guidance Notes

Title	Date	Version
WaterAid Australia Complaints Policy	June 2023	3
WaterAid Australia's Privacy Policy	July 2020	2

1. Introduction and Scope

WaterAid Australia is committed to being transparent in its work and accountable to its key stakeholders.

We share information with the people we work for to deliver access to clean water, sanitation and hygiene, with partner organisations, and the general public. We are also accountable to our staff, volunteers, supporters, donors, suppliers, regulatory bodies and host governments.

Our accountability will be reflected by proactively sharing and publishing information in a timely manner and in an accessible format. We will, on request, disclose information, or provide reasons for any decision not to disclose (for example, to respect confidentiality or privacy).

2. Classes of information

- **Class 1 – WaterAid Australia’s corporate governance**
Material defining WaterAid Australia’s legal status, overall purpose and top-level governance structure including details of current members of the Board and divisional directors, and explanations of WaterAid Australia’s role within the WaterAid International federation.
- **Class 2 - Current activities and significant programs worldwide**
Basic details of current significant programmes; items listing and describing current projects.
- **Class 3 - External communications**
WaterAid Australia’s policy papers and briefings, reports and press releases.
- **Class 4 - Partnerships**
Formal agreements with other organisations.
- **Class 5 - Strategic planning material**
Internal documents, both universal and sector-specific, establishing WaterAid Australia’s strategic objectives including prioritisation and the allocation of resources.
- **Class 6 - Accounts and financial information**
Financial records published in accordance with WaterAid Australia’s charitable status.
- **Class 7 - Guidance**
Rules according to which we operate: internal guidance relating to our public functions, and external guidance specific to WaterAid Australia.
- **Class 8 - The impact of our work**
The research and reports by which we measure our own success and communicate our achievements.

- **Class 9 - Working for WaterAid Australia**
Policies that govern recruitment.
- **Class 10 - Environmental information**
Information about WaterAid Australia's environmental policies and records of the environmental impact of WaterAid Australia's activities.

3. Request for information

Requests for information can be made in writing to:

Email: info@wateraid.com.au

Mail: WaterAid Australia
3 Albert Coates Lane
Melbourne Victoria 3000

We endeavour to respond promptly, and if there is any delay, all requests should nevertheless be responded to within 20 days, unless there is a compelling reason why this is not practical.

WaterAid Australia and Data Protection and privacy legislation

This guide has been developed to ensure it is consistent with WaterAid's Privacy Policy. See WaterAid Australia's Privacy Policy on our website www.wateraid.org/au/

What information do we publish and in what media?

A large amount of information is published on our website (www.wateraid.org/au/). We also work towards the transparency standards of the International Aid Transparency Initiative who's guidelines apply to WaterAid Australia (<https://iatistandard.org/en/>).

WaterAid Australia is a member of WaterAid International, which has seven other nationally affiliated members. Where we receive a request relating to another WaterAid member we will forward that request to them, but we do not have the right to insist on compliance.

What use may I make of the information WaterAid Australia discloses?

Most of our publications are copyright, but may be reproduced without fee, for advocacy, campaigning and non-commercial teaching, but not for resale. Any request to reproduce copyright material (save as permitted under applicable mandatory exceptions to copyright law) should be referred to our Privacy Policy on our website www.wateraid.org/au/

What information is subject to disclosure restrictions, and when might we

decline disclosure in whole or in part?

If we do not disclose information, we will give reasons for not disclosing. The most frequent reasons are:

Security: The safety of our staff is a primary concern. We will not disclose information where we consider it could jeopardise our ability to operate or the safety of our staff and that of our partners.

Privacy: Some information is by its nature private to the individuals concerned.

Confidential information: Information may be confidential because of legal, commercial or contractual reasons, or because its premature disclosure would jeopardise action that WaterAid Australia is planning to take.

Copyright limitations: In some cases, we do not have the right to disclose information because it is someone else's copyright, and while we have the right to make internal use of it, this does not extend to publishing it. We do favour open publishing where we can, such as for our policy papers.

Cost: Where we consider that the cost of disclosure, whether as a time cost or a monetary cost, would be disproportionate to the request, we may decline disclosure but will explain that this is the reason.

Detailed information about programs: Our project officers' priority in information is providing information to our partners and the people for whom we work. We may decline to provide information about our international program work in other countries where this would take up significant staff time in our program.

Internal planning, drafts and trivial or ephemeral information: We will generally not disclose internal working papers that address future plans, or drafts of work, or information which we consider is of ephemeral interest such that the work involved in disclosure is in our view disproportionate.

Harm to operations: We recognise the importance of how we put principles into practice. But there will be occasions where we do not disclose information because we consider that the disclosure could harm our work, whether in Australia or in our international operations.

Multiple requests and requests with no discernible public benefit?

Where we consider that the work involved in dealing with the request has no discernible public benefit, we may decide not to respond to the request. Such decision will be taken by the Director of Policy and Programs, and will be subject to review by the Company Secretary. If any person makes a request in an offensive manner, or has otherwise been abusive to staff or volunteers, then we may decline to engage in correspondence with that person

Appeals and complaints mechanism / What if I am unhappy with the way

my request has been handled?

If you are unhappy with the response that has been provided, you can make a formal complaint through the following channels:

Website: www.wateraid.org/au using the Contact link on our website

Email: info@wateraid.org.au

Mail: WaterAid Australia
3 Albert Coates Lane

Melbourne
Victoria, 3000
Australia

Phone: +61 1300 858 022

In person: If the complaint cannot be made by phone, email, or post, it may be made directly to a WaterAid Australia staff member.

Country Office: In countries where WaterAid Australia operates country programs, complaints can be made through various channels, including in person to the Country Representative, or submitted by mail to the Country Office. Details for each Country Program can be found in their respective procedure to this policy.

For further information or guidance, please see our Complaints Policy, available on our website (www.wateraid.org/au).

No contractual rights

These guidelines are not a binding contract and does not confer legal rights on any person. Individuals may however have rights concerning their personal data held by WaterAid Australia under applicable law.

Who is responsible for the development of this policy?

The day to day aspects of this Policy are the responsibility of the Director of Policy and Programs, with support from the Director of Corporate and Community Engagement, and the Company Secretary.