

This policy will apply to activities and operations of CBM Australia, at all times.

Introduction

CBM Australia is committed to operating openly and transparently, while placing a high value on feedback and continuous improvement. Making CBM Australia activity and results as plain and understandable as possible helps to enable effective risk management. In tandem with a responsive and fair complaints handling process, accountability and transparency reduces the likelihood of adverse impacts and diminished trust. This leads to better outcomes for all stakeholders.

CBM Australia will share as much information as possible about its operations and impact, while balancing legal and practical limitations.

CBM Australia aligns itself to the transparency and complaints handling expectations of the Australian Charities and Not-for-Profits Commission (ACNC), of the Australian Council for International Development (ACFID) and of the Australian Government's Department of Foreign Affairs and Trade (DFAT).

An External Complaints Standard is in place to support aspects of this Policy, and particularly to guide CBM Australia employees in appropriate and prompt handling of complaints.

Transparent information

CBM Australia openly shares on the CBM Australia website:

- its current Strategic Plan
- an Annual Report, which meets and seeks to exceed the requirements of ACFID and DFAT;
- Audited Annual Financial Statements, which meet and seek to exceed the requirements of ACFID, the ACNC and all applicable accounting standards;
- its Constitution and Board composition;
- key governance policies relating to Privacy, Transparency and Feedback, Conflict of Interest, Development Activities, and Child Safeguarding

Historic annual and financial reporting is available on the CBM Australia website covering at least the prior 10 years.

CBM Australia is open to all requests for information. Most requests can be dealt with by directing enquirers to existing publically available information.

If a request requires significant resource allocation in order to respond, CBM Australia will consider its stewardship stance; including the interests of primary stakeholders and supporters. CBM Australia will only consider bona fide requests for information; being requests which are not frivolous, excessive or abusive.

What information is not able to be shared?

CBM Australia will not share information that breaches or compromises:

- privacy;
- confidentiality;

- safety and security; including for partners, their staff and associates;
- the integrity of internal communications and business development.

Feedback valued

CBM Australia places a high value on receiving feedback and commits to listening, responding to and reviewing any comments or complaints from any stakeholder or other member of the public. This includes encouraging all our partners to have a feedback/complaints mechanism in place to receive and be supported to deal with comment or concerns raised outside of Australia regarding CBM programs.

On the CBM Australia website, clear and easily understandable information is given about how people can give feedback or make complaint. Confidentiality is maintained throughout all contact regarding the feedback or complaint, except as required in order to respond quickly and fairly. When CBM Australia reviews and analyses complaint information generally within the organisation, in order to maximise learning and improvement, identifying personal information is removed to the fullest extent possible.

CBM Australia consistently makes clear the option, and mechanism, to refer a complaint to ACFID, including for concerns relating to CBM Australia's compliance with the ACFID Code of Conduct.

These mechanisms, and the Standard that supports this Policy, apply to feedback or complaints generated external to the organisation. Internal concerns and processes are covered by other carefully managed Standards within CBM Australia.

This policy is implemented through Board and staff management processes and regular self assessment review.

The Board and management of CBM Australia are fully committed to the principles of this policy. Any breach of strategic significance or any material risk associated with this policy will be reported to the Board in a timely manner.