

Communication and Transparency Policy

Our Commitment

The Australian Salesian Mission Overseas Aid Fund (ASMOAF) is committed to operating openly and transparently in all its operations and communications. ASMOAF recognises the rights of beneficiaries, partners, supporters and other stakeholders to accurate, unbiased information on financial management, projects, publications and other activities of the organisation. ASMOAF is committed to being transparent in its work and accountable to its stakeholders and the community by disclosing timely, relevant and accurate information while balancing legal and practical limitations.

ASMOAF follows the relevant guidelines and principles on transparency and ethical decision-making framework regarding communications and fundraising expectations of the Australian Charities and Not-for-Profits Commission (ACNC) and the Australian Council for International Development (ACFID).

In all public communications ASMOAF will act in an honest and transparent manner, considering cultural and social sensitivities in its communications and will be inclusive and respectful of all the people and communities it works with and the industry it represents.

Purpose

The purpose of this policy is to:

- acknowledge the importance of transparency and outline measures that ASMOAF is committed to taking in order to provide such transparency and accuracy;
- ensure our communication is clear, accurate and concise;
- to outline what information should be made available to whom, where and when;
- to ensure information, stories and images about the beneficiaries, partners and local communities in which we work and represent, can raise awareness about the work that we do whilst certifying all content collected is used ethically, honestly and sensitively; and
- to ensure that in making information available, privacy is respected and the use of images and messages in communications are undertaken in a way that portrays the affected people (including children) in a manner that respects their dignity, rights, values, history, language and culture, and is authentic to the context, person and terms of consent given.

Scope

This policy applies to all operations of ASMOAF activities; its beneficiaries, stakeholders, volunteers, employees, donors and partners regardless of status or background and without prejudice to their future participation in ASMOAF programs. It also applies to all information, images and stories collected for research, evaluation, publications and /or for donor and supporter purposes.

Guidelines

Transparency Measures

ASMOAF is committed to transparency and integrity in its financial management. Annual Financial Reports are audited by a registered external auditor. The Annual Report containing audited financial statements is reviewed by the Board and form part of the minutes at the Annual General Meeting. The Annual Report is available on our website www.salesianmissionaustralia.org.au in a timely manner.

ASMOAF is also known as Salesian Missions Australia, our website contains:

- ASMOAFs mission and values;
- information on Partner Organisations;
- information on current ongoing projects;
- ASMOAFs legal status and other industry memberships; and
- links to policies and procedures, including those relating to child protection, privacy, complaints, fundraising and transparency.

Changes or updates to any of the above items, will be placed on the website in a timely manner.

Extracts of progress reports on the projects supported by ASMOAF are published in the Newsletter, Annual Report and website which are available to all members.

All materials made public by ASMOAF must:

- be obtained and used according to ethical principles;
- be consistent with their stated purpose and value;
- accurately describe the nature and scope of the work to which they refer;
- acknowledge the role of the partners and other stakeholders;
- be consistent with ACFID's Fundraising Charter where public materials relate to fund raising align with the values of ASMOAF and the ACFID Code of Conduct and Fundraising Charter; and
- be consistent with ASMOAFs Privacy Policy and Salesian of Don Bosco Social Media Policy.

All communications will specify if any activity involves non-development activities.

Use of Images and Content

Images and stories used in any communication media to promote ASMOAF work must comply with ASMOAF's Child Safeguarding Policy and Guidelines, Privacy Policy to ensure that:

- photos and stories do not infringe on the dignity or personal rights of children, adults and communities;



- photos and stories are not accompanied by detailed information which could enable a child to be identified or easily located;
- permission is obtained from the child's parent or guardian before taking and using a photo in ASMOAF promotional materials. An explanation will be provided on how the photograph or film will be used. Written consent is preferable but not always possible or appropriate. Verbal consent should be documented;
- Children are safeguarded when taking a photo, video or conducting an interview and that the child is portrayed in the context of the Salesian works, adequately clothed and not in a vulnerable manner; and
- All children's images will be stored securely in the Salesian Missions Office, accessed only by authorised members of staff.

Prior to collecting material, where possible prior informed consent should be obtained. That is, obtaining permission before taking a photo or video so that the person(s) involved understand:

- Why their image, story or personal details are being collected;
- Where and how the information will be used;
- That their participation is voluntary;
- They can remain anonymous; and
- Withdraw of consent can be performed at any time and ASMOAF will make every effort to remove the content.

This permission needs to be culturally appropriate and sensitive in context. Where possible the consent should be requested in advance, allowing time to consider their decision.

Our partners are consulted and advised about obtaining the appropriate permissions and potential risks related to using images.

Social Media

ASMOAF has a social media presence to promote the work of the organisation, encourage donations and connect with different audiences and communities. All use of social media will be responsive, engaging, respectful and abide by the Salesians of Don Bosco Social Media Policy.

All employees are to be aware of how they represent ASMOAF in public forums. This includes the need to exercise good judgement and common sense in publishing on social media.

Measures to Respect Privacy

No images or messages containing personal information will be published without the prior and informed consent of those depicted in the images or messages.

We are committed to protecting the privacy of donors and correspondents. Any information provided to us remains private and confidential. Our contact list is not rented, sold or exchanged.

Requests for Information

Requests for information should be sent to the Director – Salesian Missions Australia, via email (salmiss@salesians.org.au) or by phone (+61 3 9377 6060). On receipt of a request:

- the sender's request for information will be acknowledged;



- a check will be conducted that the information requested does not infringe privacy measures; and
- the information will be collated and sent in a timely manner.

ASMOAF welcomes feedback from its employees, donors, beneficiaries, partners and stakeholders in the countries in which it works. ASMOAF's Complaint and Complaints Handling Policy provides a mechanism to register feedback, concerns and complaints and receive a response through a safe process. This policy can be found on the Salesian Missions website <https://www.salesianmissionsaustralia.org.au> .

Breach's to this policy can be made to the Director of ASMOAF salmiss@salesians.org.au or if not appropriate, a complaint can be forwarded to the Chair of the Board.

Refer to our website <https://www.salesianmissionsaustralia.org.au/about/policies-and-guidelines>

Relevant Policy Documents

ASMOAF Privacy Policy

ASMOAF Fundraising Policy

ASMOAF Child Safeguarding Policy, Guidelines and Code of Conduct

ASMOAF Complaints and Complaint Handling Policy

Salesians of Don Bosco Social Media Policy

Salesians of Don Bosco Code of Conduct

ACFID Code of Conduct

ACFID Fundraising Charter

ACNC Governance Standards

Review

The policy will be subject to thorough review every three (3) years.

Date of Change	Change Description	Authorised
26 th May 2020	Original Publication	ASMOAF Director – Br. M Lynch
28 th January 2021	To include Communications Policy	ASMOAF Director – B.Newton

