



## Transparency & Accountability Policy

Policy number	GM - 11	Approved by Board on	16 October 2020
Responsible person	Christian Nielsen, Executive Director	Scheduled review date	17 October 2022

### Introduction

Live & Learn Environmental Education (LLEE) values its relationship with its clients, its members, its donors, its volunteers and other stakeholders who partner with it to enable it to achieve its purpose.

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

### Purpose

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

### Policy

#### 1. Governance Structure:

LLEE shares information regarding our governance structure, legal status and organisational purpose.

#### 2. Financial Management:

LLEE is committed to transparency and integrity in our financial management. This is demonstrated by independent auditing of LLEE's finances by a registered company auditor. The resulting annual financial report is reviewed by the Board at LLEE's annual general meeting and made available to all stakeholders on LLEE's website.

#### 3. Programs and Projects Description and reports

LLEE will disseminate information about results and lessons to all stakeholders – primary stakeholders, partners and donors in accordance with its Privacy Policy and privacy law obligations.

#### 4. Partnerships

LLEE shares information of formal partnerships with other organisations.

#### 5. Internal Policy Documents

LLEE shares organisational policies that are relevant to stakeholders external to the organisation.

### Procedures

## How to make a request for information

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

- Email us on [christian.nielsen@livelearn.org](mailto:christian.nielsen@livelearn.org)
- Mail us a letter to Level 2, Donkey Wheel House, 673 Bourke St, Melbourne, Vic 3000
- Phone us on +61 3 9650 1291

## How to respond to an information request

1. Acknowledge the senders request for information once received. This may be by an email notification.
2. Collate information and send to the requester in accordance with LLEE's Privacy Policy and its privacy law obligations.

## Responsibilities

In order for the Board to facilitate accountability and transparency with stakeholders, there needs to be good internal documentation and reporting.

The Executive Director is responsible for ensuring that there are systems and processes in place to capture, record and analyse the information necessary to enable the Board to perform its reporting functions. This includes reporting regularly to the Board on the operations of LLEE.

The Executive Director will also ensure that privacy and other policies are in place to govern the access and use of documents including client records, staff records, member and donor records, and minutes of general meetings, in accordance with the Board's transparency and accountability policy.

Staff are responsible for implementing and adhering to the policies and procedures developed by the Executive Director.

## Related Documents

- Privacy & Confidentiality Policy
- Complaints Policy
- Complaints Handling Procedure
- ACFID Code of Conduct

4th Floor, 247–251 Flinders Lane Melbourne  
3000 Victoria, Australia

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